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THE NEW YORK STATE LIBRARY'S PILOT PROGRAM IN THE FACSIMILE TRANSMISSION OF LIBRARY MATERIALS, A SUMMARY REPORT.

Nelson Associates, Inc., New York, N.Y.

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The purpose of the FACTS Program was to demonstrate whether or not facsimile transmission is technically and economically feasible for improving interlibary loan service by providing rapid access (24 to 48 hours) to major library collections. FACTS was in operation from January 20, 1967 to March 31, 1968 and included 15 library stations, 7 capable of sending and receiving and 8 capable of receiving facsimile transmission. This document summarizes data and material in two earlier reports, both of which recommended that FACTS be discontinued because of the poor quality in facsimile copy, low volume of requests, indication that the present staff could not handle higher volumes of requests, lack of demand for the service, varying efficiency in the network's stages and inadequacy of local collections. It is concluded that, although facsimile transmission may be used in the future when technological and system difficulties have been eliminated, the New York State Library should experiment with special delivery service for "urgent requests." (CC)

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THE NEW YORK STATE LIBRARY'S PILOT PROGRAM IN THE FACSIMILE TRANSMISSION OF LIBRARY MATERIALS

A SUMMARY REPORT

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A SUMMARY REPORT

Nelson Associates, Incorporated

June 1968

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June 15, 1968

Miss Jean L. Connor, Director
Division of Library Development
The New York State Library
Albany, New York

Dear Miss Connor:

We are pleased to submit herewith our summary report on the operations of The New York State Library's pilot program in the facsimile transmission of library materials which functioned from January 20, 1967 until March 31, 1968. This large-scale application of the new technology to traditional library procedures has generated a wealth of data and experience that should greatly enhance future efforts--outside as well as within New York State--aimed at the development of an efficient, economical system for the rapid communication of unique and special materials in response to researchers' requests.

We would like to express our thanks to the staffs of The New York State Library and the 14 other libraries around the state that participated in the pilot project for their cooperation and assistance in the preparation of this document.

Very truly yours,

Nelson Associates, Inc.

NELSON ASSOCIATES, INC.

MANAGEMENT CONSULTANTS • CABLE ADDRESS: NELSONCONS • BRANCH OFFICE: WASHINGTON, D. C.

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PREFACE

The New York State Library's pilot project in the facsimile transmission of library materials (known as "FACTS") was initiated on January 20, 1967 as part of the continuing development of the state's landmark reference and research library resources program--the 3R's. The purpose of this project was to ascertain whether or not facsimile transmission constituted a technically and economically feasible means for the widespread improvement of conventional reference and research interlibrary loan service. Its principal objective was to provide researchers throughout the state with rapid access to major collections of library materials by employing a network of facsimile transmission devices. At the outset, the announced aim of the FACTS program was to fill incoming requests within 24 to 48 hours.

The State Library commissioned two separate evaluations of the operations of the FACTS program: a technical evaluation of the performance of the network of facsimile transmission devices was undertaken as an internal assignment by staff of the Library's Division of Library Development and of the state's Office of General Services, Communications Division; the assessment of the service merits of the FACTS program was performed by Nelson Associates. The reports of each of these evaluative efforts were issued in early 1968 and covered approximately the first ten months of the FACTS network's operations.[1] Both reports recommended that the FACTS program be terminated when the existing contracts expired on March 31, 1968. The New York State Library concurred in these recommendations and the statewide network of facsimile transmission devices was disbanded as of that date.

Subsequently, the State Library requested that Nelson Associates prepare a summary report on the operations of the FACTS program. It was understood that this final document should update the analyses presented in our earlier report--so that the entire project experience from January 20, 1967 through March 31, 1968 would be available in a single source--and should incorporate the essential findings of the technical evaluation of the performance of the FACTS network. The present report is the product of these objectives.

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[1] A Technical Evaluation of FACTS, prepared by Lynn Hard, March 1968 (Mr. Hard is now Assistant Library Director at Brandeis University); and An Evaluation of The New York State Library's Pilot Program in the Facsimile Transmission of Library Materials, Nelson Associates, Inc., February 1968.

Chapter I

BACKGROUND

The FACTS program began on January 20, 1967 and ended on March 31, 1968. It started with two libraries using facsimile transmission equipment and eventually included a network of 15 libraries or "FACTS stations." The size of the FACTS network reflected the following considerations:

> "It was at first thought that a single connection between the State Library at Albany and some other major library in the state would be a sufficient test for the equipment. Upon further consideration, however, it was decided that the greatest unknown in the statewide facsimile network being considered was not equipment performance, but request loads and organizational requirements. It was therefore concluded that the pilot network should include enough stations to sufficiently test the system factors involved."[2]

The New York State Library and the six libraries that contracted with the state to supply requested materials were equipped with both sending and receiving facilities; eight other libraries located throughout the state had only receiving equipment. The 15 stations and their respective capabilities were:

1. The New York State Library (Albany)
   sending and receiving
2. The New York Public Library Research Libraries (New York)
   sending and receiving
3. Cornell University (Ithaca)
   sending and receiving
4. Buffalo and Erie County Public Library (Buffalo)
   sending and receiving

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[2] From the State Library's staff paper describing the technical evaluation of the FACTS program.

5. Monroe County Library System (Rochester)
   sending and receiving

6. Columbia University (New York)
   sending and receiving

7. The New York Academy of Medicine (New York)
   sending and receiving

8. Nassau Library System (Garden City)
   receiving

9. Suffolk Cooperative Library System (Bellport)
   receiving

10. Westchester Library System (Mt. Vernon)
    receiving

11. Mid-Hudson Libraries (Poughkeepsie)
    receiving

12. Mid-York Library System (Utica)
    receiving

13. State University of New York at Albany
    receiving

14. State University of New York College at Potsdam
    receiving

15. State University of New York at Binghamton
    receiving

The New York State Library and The New York Public Library Research Libraries initiated the FACTS pilot project on January 20, 1967. Four more libraries--Cornell University, Buffalo and Erie County, Monroe County and SUNY College at Potsdam--were added on February 10 of that year. During the last week of March 1967, five additional stations--Suffolk, Westchester, Mid-Hudson, Mid-York, and SUNY at Albany--were incorporated into the network, and on April 10, 1967, a twelfth station--Nassau Library System--became operational. In early June of 1967, Columbia and SUNY at Binghamton joined the network. Finally in mid-January 1968, the fifteenth station--The New York Academy of Medicine--was added.

A FACTS request could be originated by any public or private library in the state as long as the requesting patron was at least 18 years old and the request was of a "serious and urgent nature" which did not exceed 12 pages of facsimile copy. If a local library was unable to fill such a request, it could relay the request by telephone or teletype to the nearest public library system headquarters or FACTS STATION. The request would be searched at this second library and if the needed material was again unavailable, the request was transmitted via teletype to the State Library. (Requests could, of course, also be initiated at this second library.[3]) If the State Library was able to provide the needed material, a photocopy was transmitted via facsimile equipment to the FACTS station that either originated the request or was located nearest to the library that had initiated the request. If the material was not available at the State Library, a bibliographic search was made to determine the most appropriate pattern of referral. The request was then teletyped to one or more of the libraries with facsimile sending equipment--The New York Public Library Research Libraries, Cornell, Buffalo and Erie County, Monroe County, Columbia or The New York Academy of Medicine. If one of the referral libraries could fill the request, it transmitted a photocopy of the material to the FACTS station that either originated the request or was nearest to the originating library. If the request was not initiated at a FACTS station, the facsimile copy was either delivered or sent to the originating library by the FACTS station, or the originating library itself arranged for the pickup of the copy.

During the pilot program the facsimile transmission equipment of two manufacturers was used. Columbia and SUNY at Binghamton utilized Alden equipment while the 13 other stations had Stewart-Warner machinery.[4] At the beginning of the program the copy from all of the sending stations then in operation--Buffalo and Erie County, Cornell, Monroe County and The New York Public Library Research Libraries--had to be transmitted first to the State Library and then re-transmitted to the appropriate receiving station. On April 1, 1967, switching equipment was installed in Albany for the Stewart-Warner equipment which made it possible for facsimile copy to be transmitted directly from the sending station to the receiving station. However, throughout the project, copy which was exchanged between a library with Alden equipment and any other station in the FACTS network (excepting the State Library) had to be re-transmitted by the State Library.

METHODS OF DATA COLLECTION

It was the responsibility of The New York State Library to oversee the proper establishment of network operations, including the collection of necessary data, at each of the facsimile sites. During the preliminary stages of the network, Nelson Associates consulted with the State Library staff supervising the project and reviewed record-keeping procedures. In March 1967, Nelson Associates participated in the State Library's meeting with representatives of the FACTS stations to standardize record-keeping methods throughout the network.

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[3] When a request is searched at two libraries before being sent to the State Library, the first library is designated the originating library and the second library is termed the request transmission site. When a request is searched at only one library before the State Library, that one library is both the originating library and the request transmission site for the request.

[4] In January 1968, a piece of Alden equipment was transferred from Columbia to SUNY College at Potsdam.

The primary source of information for evaluating the service merits of the FACTS program was a data sheet maintained at the State Library for every FACTS request received. (The data sheet is reproduced in Appendix A.) In addition to the bibliographic information on the requested material, the following data were to be provided by the originating library: patron status of the requester (faculty, student or "other"), name and address of the originating library, time and date the request was submitted, medium by which it was submitted (telephone, teletype, mail, in person or "other"), status of the request at the originating library, and the subject code[5] or Dewey decimal classification number assigned to the request. If the request was searched at a second library before being forwarded to the State Library, this library was also asked to provide information on the time, date and medium by which they received the request as well as the status of the request in their collection. Generally, all of this information was relayed to the State Library by teletype, although a few FACTS requests were received at the State Library in person or by telephone.

All of this information about each request was recorded on a data sheet at the State Library. In addition, the date and medium for their receipt of the request and its status in the State Library's collections were noted. If it was necessary for a request to be referred to one or more libraries in the referral net, similar data on its receipt and status at each referral library were recorded. When the request was filled, the name of the FACTS station receiving the transmitted copy was inserted on the data sheet, as well as the time and date of the transmission and the number of pages copied.

At the start of the FACTS program, data on materials received in response to requests were collected by the originating library. For filled requests the librarian was asked to record on a data sheet at the originating library the date and time the transmitted copy was received and the date and the time the patron obtained his needed material. When this data sheet was completed, it was sent to Albany where it was matched with the State Library's data sheet for that particular request. After several months it was decided that Nelson Associates would collect these data on the receipt of copy directly. To this end, a postcard questionnaire was designed which was to be answered in part by a librarian at the originating library and in part by the patron. (A copy of the postcard is shown in Appendix C.) When completed it was to be mailed directly to Nelson Associates. Questions on the postcard included the times and dates the material was received at the originating library and by the patron, as well as the patron's reactions to the FACTS program.

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[5] A list of 55 codes to be used in classifying requests according to subject material was drawn up and distributed by the State Library. (See Appendix B, page 70, "Guidelines for the FACTS and NYSILL Pilot Projects in New York State.")

Copies of this questionnaire were distributed in April 1967 to all FACTS stations with instructions that one should be attached to each facsimile copy received. Additional postcards were not distributed after the beginning of December 1967 although the referral libraries were asked to continue attaching them until they ran out. Consequently, little data were collected on this phase of the operation during the last three months of the FACTS program.

DEFINITION OF FACTS REQUESTS

A definition for FACTS requests was established in order to distinguish them clearly from requests studied under another pilot program monitored by Nelson Associates. On March 22, 1967, The New York State Library instituted a second and allied experimental program--The New York State Interlibrary Loan Network (NYSILL). Under this program, interlibrary loan requests of a serious nature that are received at the State Library, and cannot be filled there, are referred on to one or more of 12 major resource libraries in the state. The six sending stations, other than the State Library, in the FACTS program (Buffalo and Erie County, Columbia, Cornell, Monroe County, The New York Academy of Medicine and The New York Public Library Research Libraries) also serve as referral libraries for the NYSILL program. When NYSILL requests are filled, the bound copy or photocopy of the needed material is mailed directly to the originating library by the referral library filling the request.

Because of the simultaneous operations of the FACTS and NYSILL programs, some requests were treated as what might be called "FACTS-NYSILL" requests; that is, legitimate FACTS requests were sometimes referred to a library without facsimile sending equipment and filled at that library by mailed photocopy. Alternatively, some requests which did not actually meet FACTS specifications--for page limitations, for example--were handled as FACTS requests at the State Library and were referred to FACTS sending libraries, although these libraries treated them as if they were NYSILL requests when they were able to fill them.

The requests analyzed for this report are those which were:

a) filled by facsimile copy;

b) not filled because they were unavailable in the network or were cancelled, but which met the specifications for FACTS requests and were searched in libraries with FACTS equipment;

c) filled by photocopy rather than facsimile because, according to a notation on the data sheet, the facsimile transmission equipment was not in operation when the copy was to be received;[6] and

d) filled by facsimile but subsequently filled again by mailed photocopy because the facsimile was illegible.

Excluded from these tabulations are requests that originated as FACTS requests but were filled by photocopy or bound volume, because the material requested exceeded the 12-page limit for FACTS requests,[7] the sending library did not have FACTS equipment, or the request was filled at the State Library for an Albany-area patron and, therefore, facsimile transmission equipment was not used.[8]

THE MONITORING PERIOD

Initially, the FACTS pilot program was to terminate on July 29, 1967, and the final evaluation was to be based on the data collected from January 20, 1967 through that date. However, it became apparent by June of that year that the period of data collection and evaluation of the project should be extended since the full network of FACTS stations, as then planned,[9] was several months behind schedule in becoming operational. If the program were terminated at the end of July, the final evaluation would be based on less than two months' experience with the full complement of FACTS sites. In addition, it was thought that the value of this program for academic users would not have been tested adequately.

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[6] These 32 requests are included since they represent the kind of mechanical failure that would occur in an ongoing facsimile transmission program.

[7] Although this is the reason some requests were not filled by facsimile copy, there were, in fact, other requests that exceeded 12 pages that were filled by facsimile copy.

[8] When systems' headquarters and FACTS stations filled requests from their immediate area, the requests did not enter the FACTS network and, thus, were not included in the analyses for this report. These seven requests, filled at the State Library for local patrons, were viewed in the same manner and were not considered to be FACTS requests.

[9] The fifteenth station--The New York Academy of Medicine--was not a part of network design until the fall of the year and was not operational until mid-January 1968.

In view of these considerations, the pilot program was extended by The New York State Library until March 31, 1968, the end of the state fiscal year. Accordingly, this report includes all FACTS requests which were received at the State Library from January 20, 1967 through the end of the program on March 31, 1968.[10]

The data collected on FACTS requests have been tabulated and analyzed according to the following 14 time periods: the period from January 20, 1967, the beginning of the FACTS pilot program, to March 21, 1967, the last day before the start of the NYSILL pilot program; the next 12 one-month periods from the 22nd of one month to the 21st of the next month, starting with March 22, 1967 and ending on March 21, 1968; and the period from March 22 to March 31, 1968. When comparing data for the different time periods, it should be borne in mind that the first time period covers about two months, the next 12 time periods are for about one month each and the fourteenth time period covers about a week.

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[10] Twenty requests which were mailed in April 1968 were included since they would have been transmitted by facsimile if the equipment had still been functioning.

Chapter II

HOW FACTS OPERATED

This chapter presents the data which characterized the operations of the FACTS network. This includes information on the volume of requests, costs, the amount of time involved in filling a request and patron reaction to the service. Data on the characteristics of the requests themselves--who submitted the requests, the intended use of received material and the subject areas of these requests--are included in Chapter III. Chapter IV discusses what happened to FACTS requests--that is, whether they were filled, referred, or not filled--as well as the receipt of material at reception sites.

VOLUME OF FACTS REQUESTS RECEIVED

The total number of requests received at the State Library during the 14 months from January 20, 1967 to March 31, 1968 were 4,918. Because the 14 time intervals do not contain the same number of days, it is most meaningful to compare the average number of requests received each day during a given period. Thus, Table 1 (on the following page) presents the daily average volume of requests received at the State Library for each of the 14 time periods.

The average number of requests received almost doubled between the first and second time periods. Part of this increase is undoubtedly due to the growth of the FACTS network. As noted previously, only two stations--The New York State Library and The New York Public Library Research Libraries--were operational during the first 15 days of the first time period; during the rest of this time period six stations were functional. Near the beginning of the second time period, five more FACTS sites were added. A twelfth station joined the network on April 20, at the very end of the second period. Consequently, the network of 12 stations did not all operate through an entire period until the third time interval. As will be shown later in this report, these 12 sites originated more than 90% of all the requests submitted during the program.

By the third time period the number of requests had more than doubled in comparison with the first time interval. However, starting with the fourth time period and continuing through the summer months a substantial drop in volume was experienced, notwithstanding the addition of two new stations--Columbia University and SUNY at Binghamton--in June. This decrease may possibly be explained in two ways. First, there may be less need for research materials during the summer months when many schools and businesses are on vacation. Secondly, patrons may

Table 1

VOLUME OF FACTS REQUESTS

Period	Total Number of Requests Received	Number of Working Days in Time Period*	Average Number of Requests Received per Day
1/20-3/21	329	42	7.8
3/22-4/21	349	23	15.2
4/22-5/21	378	20	18.9
5/22-6/21	170	22	7.7
6/22-7/21	206	21	9.8
7/22-8/21	226	21	10.8
8/22-9/21	191	22	8.7
9/22-10/21	478	20	23.9
10/22-11/21	673	22	30.6
11/22-12/21	555	21	26.4
12/22-1/21	268	19	14.1
1/22-2/21	412	23	17.9
2/22-3/21	572	21	27.2
3/22-3/31	111	6	18.5
All Periods Combined	4,918	303	16.2

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* For this analysis, the number of working days during any time period is the number of weekdays, Monday through Friday, minus any holidays. This corresponds to the number of days the FACTS equipment at the State Library was in operation and the staff was working on FACTS requests.

have had unsatisfactory experiences with the service during the first months of the project and stopped using it.

Some support is given to the first explanation by the eighth time period when, at the beginning of the fall academic term, the average daily number of requests surpassed the highest previous level. The average volume went even higher in the ninth time interval but declined slightly during the tenth period. The dramatic decline in the next two months may in part be explained by the holidays and first semester examinations at academic institutions. Again, with the start of the spring academic term, there was a great increase in daily volume as seen in the thirteenth time period. This increase may also be due in part to the addition of the fifteenth FACTS station at The New York Academy of Medicine. However, there appears to be a drop in the last time period which may be attributable to spring vacations at schools or knowledge that the program was terminating at the end of March.

The volume of FACTS requests appears to fluctuate according to the academic terms. This is to a certain extent to be expected since, as shown in Chapter III, more than three-quarters of these requests were initiated by faculty and students. However, the present volume is well below that necessary to reduce the cost substantially enough that it is not prohibitive. Taking the calendar year from March 22, 1967 to March 21, 1968, a total of 4,478 requests was submitted. As discussed in Chapter VI, a doubling or trebling of this figure is a necessary prerequisite for an ongoing FACTS network of this magnitude.

VOLUME OF POSTCARD RETURNS

Postcard questionnaires were matched by request number to their corresponding data sheets after they had been returned to Nelson Associates. Together the postcard and the data sheet provided a complete history of a filled FACTS request.

A sizable number of postcards could not be matched with their corresponding data sheet because of missing, incomplete or inaccurate request numbers. In addition, as noted earlier, supplies of postcards at the FACTS sites were not replenished after the beginning of December and, consequently, few were returned for the last four time periods. A total of 847 usable postcards were tallied for this report. This represents 20% of all FACTS requests filled from the third time period, when the postcards were distributed, through the fourteenth time period. However, if the last four time periods, when insignificant numbers of postacrds were returned, are deleted, this figure rises to 26%. It should be noted that the postcard was attached to facsimile copy received at FACTS stations. Only those patrons whose requests were filled had the opportunity to complete the questionnaire.

VOLUME OF REQUESTS BY REQUEST TRANSMISSION SITE[11]

The number of FACTS requests submitted to the State Library between January 20, 1967 and March 31, 1968 by each transmission site is shown in Table 2 on the following pages. More than 90% of the requests originated at 14 of the 15 FACTS stations. According to the State Library's records the fifteenth station at The New York Academy of Medicine did not submit any requests during the program. The remainder of the 4,918 requests came from Nioga Library System (172 requests), Clarkson College of Technology (122), Ramapo Catskill Library System (37), Brooklyn Public Library (20), Brookhaven National Laboratories (11), SUNY at Buffalo (6), Columbia Teachers College (3), North Country Library System (2), Columbia University Medical Library (2), Queens College (2) and Engineering Societies Library (1).

Of the 378 requests submitted by the 11 libraries without FACTS sending equipment, more than one-third (35%) came from the Nioga Library System during the ninth time period. However, the dramatic increase in requests--from a total of 12 for the first eight time periods to 133 during the ninth period--from Nioga also fell precipitously with no requests being initiated after the tenth time interval. More than three-quarters (78%) of the requests from non-FACTS libraries came from two sites--Nioga and Clarkson College of Technology.

The number of requests handled by each transmission site varied widely. Two stations--Mid-Hudson Libraries and SUNY College at Potsdam--together transmitted more than half of all requests received during the FACTS program. During ten of the 14 time periods, these two stations sent in more than 50% of the requests. In three of the other four periods a significant proportion of requests was submitted by another station--Nioga during the 10/21-11/22 time period, Nassau Library System in the 12/22-1/21 interval, and Mid-York Library System in the 1/22-2/21 period--which contributed to this decrease. In the last four time intervals the proportion of requests from Mid-Hudson rose while the proportion from Potsdam declined significantly.

The proportion of requests from sites other than Mid-Hudson and Potsdam was substantially lower. While these two stations each submitted more than a quarter of all the requests, Nassau Library System, in third place, accounted for 12% and Mid-York transmitted 8%. Buffalo and Erie County, Suffolk Cooperative Library System, The New York State

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[11] In this analysis, The New York State Library is considered as the request transmission site for requests from state government personnel and Albany-area libraries that could not be filled at the State Library and were, therefore, referred into the FACTS network.

Table 2

REQUEST TRANSMISSION SITES FOR FACTS REQUESTS

Period	Mid-Hudson Libraries	SUNY College at Potsdam	Nassau Library System	Mid-York Library System	Buffalo and Erie County Public Library	Suffolk Cooperative Library System	Nioga Library System	The New York State Library	Clarkson College of Technology	Monroe County Library System	SUNY at Albany	Cornell University	Westchester Library System	Ramapo Catskill Library System
1/20-3/21	- -	70.8% (233)	- -	- -	10.6% (35)	- -	- -	2.1% (7)	3.6% (12)	6.1% (20)	- -	4.6% (15)	- -	- -
3/22-4/21	30.7% (107)	43.3 (151)	2.3% (8)	0.9% (3)	4.9 (17)	0.3% (1)	0.6% (2)	9.2 (32)	0.9 (3)	0.3 (1)	0.9% (3)	2.0 (7)	- -	1.1% (4)
4/22-5/21	25.7 (97)	26.2 (99)	13.5 (51)	8.7 (33)	0.5 (2)	4.2 (16)	0.3 (1)	7.7 (29)	- -	2.9 (11)	4.5 (17)	2.4 (9)	- -	1.6 (6)
5/22-6/21	30.0 (51)	27.1 (46)	11.2 (19)	7.6 (13)	1.8 (3)	3.5 (6)	- -	5.3 (9)	0.6 (1)	0.6 (1)	- -	1.8 (3)	0.6% (1)	- -
6/22-7/21	33.5 (69)	32.0 (66)	7.8 (16)	3.4 (7)	0.5 (1)	2.9 (6)	- -	10.2 (21)	0.5 (1)	1.5 (3)	- -	2.4 (5)	3.9 (8)	- -
7/22-8/21	4.9 (11)	53.5 (121)	5.8 (13)	12.4 (28)	0.4 (1)	1.3 (3)	1.3 (3)	7.5 (17)	2.2 (5)	0.9 (2)	0.4 (1)	0.4 (1)	- -	3.5 (8)
8/22-9/21	34.6 (66)	18.3 (35)	18.8 (36)	12.6 (24)	0.5 (1)	1.0 (2)	0.5 (1)	0.5 (1)	3.7 (7)	0.5 (1)	- -	1.6 (3)	1.6 (3)	- -
9/22-10/21	31.0 (148)	27.8 (133)	9.8 (47)	7.1 (34)	0.2 (1)	5.9 (28)	1.0 (5)	0.4 (2)	2.3 (11)	7.9 (38)	3.3 (16)	1.5 (7)	1.5 (7)	0.2 (1)
10/22-11/21	20.2 (136)	22.0 (148)	12.0 (81)	6.5 (44)	5.6 (38)	4.6 (31)	19.8 (133)	0.3 (2)	2.1 (14)	1.9 (13)	3.0 (20)	0.3 (2)	1.5 (10)	- -
11/22-12/21	22.0 (122)	24.1 (134)	14.4 (80)	9.0 (50)	8.3 (46)	7.7 (43)	4.9 (27)	0.5 (3)	1.6 (9)	0.9 (5)	2.5 (14)	0.9 (5)	0.7 (4)	1.3 (7)
12/22-1/21	31.3 (84)	10.4 (28)	21.3 (57)	2.6 (7)	10.8 (29)	7.5 (20)	- -	- -	4.1 (11)	8.6 (23)	- -	1.9 (5)	1.1 (3)	0.4 (1)
1/22-2/21	42.2 (174)	7.3 (30)	12.9 (53)	22.3 (92)	3.9 (16)	1.7 (7)	- -	0.2 (1)	5.1 (21)	0.7 (3)	0.7 (3)	1.5 (6)	0.5 (2)	0.7 (3)
2/22-3/21	38.3 (219)	17.0 (97)	19.0 (109)	6.6 (38)	5.8 (33)	2.3 (13)	- -	- -	3.3 (19)	- -	1.2 (7)	0.5 (3)	0.3 (2)	1.2 (7)
3/22-3/31	65.8 (73)	9.0 (10)	11.7 (13)	- -	1.8 (2)	- -	- -	- -	7.2 (8)	- -	- -	- -	- -	- -
All Periods Combined	27.6% (1,357)	27.1% (1,331)	11.9% (583)	7.6% (373)	4.6% (225)	3.6% (176)	3.5% (172)	2.5% (124)	2.5% (122)	2.5% (121)	1.6% (81)	1.4% (71)	0.8% (40)	0.8% (37)

Table 2
(continued)

Period	The New York Public Library Research Libraries	Brooklyn Public Library	SUNY at Binghamton	Brookhaven National Laboratories	Union College	SUNY at Buffalo	Columbia University	Columbia Teachers College	North Country Library System	Columbia University Medical Library	Queens College	Engineering Societies Library	Total
1/20-3/21	1.8% (6)	- -	- -	- -	- -	- -	- -	- -	0.3% (1)	- -	- -	- -	99.9% (329)
3/22-4/21	2.0 (7)	- -	0.3% (1)	- -	0.3% (1)	- -	- -	- -	0.3 (1)	- -	- -	- -	100.3 (349)
4/22-5/21	0.5 (2)	- -	- -	0.5% (2)	0.8 (3)	- -	- -	- -	- -	- -	- -	- -	100.0 (378)
5/22-6/21	0.6 (1)	- -	2.9 (5)	4.7 (8)	1.2 (2)	0.6% (1)	- -	- -	- -	- -	- -	- -	100.1 (170)
6/22-7/21	0.5 (1)	- -	- -	0.5 (1)	- -	- -	- -	- -	- -	- -	- -	0.5% (1)	100.1 (206)
7/22-8/21	0.4 (1)	- -	4.0 (9)	- -	- -	- -	- -	- -	- -	0.9% (2)	- -	- -	99.8 (226)
8/22-9/21	5.2 (10)	- -	0.5 (1)	- -	- -	- -	- -	- -	- -	- -	- -	- -	99.9 (191)
9/22-10/21	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	99.9 (478)
10/22-11/21	- -	- -	0.1 (1)	- -	- -	- -	- -	- -	- -	- -	- -	- -	99.9 (673)
11/22-12/21	- -	- -	0.5 (3)	- -	- -	- -	- -	0.5 (3)	- -	- -	- -	- -	99.8 (555)
12/22-1/21	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	100.0 (268)
1/22-2/21	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	0.2 (1)	- -	99.9 (412)
2/22-3/21	0.2 (1)	3.0 (17)	- -	- -	- -	0.9 (5)	0.2 (1)	- -	- -	- -	0.2 (1)	- -	100.0 (572)
3/22-3/31	- -	2.7 (3)	- -	- -	- -	- -	1.8 (2)	- -	- -	- -	- -	- -	100.0 (111)
All Periods Combined	0.6% (29)	0.4% (20)	0.4% (20)	0.2% (11)	0.1% (6)	0.1% (6)	- (3)	- (3)	- (2)	- (2)	- (2)	- (1)	99.8% (4,918)

Library, Monroe County Library System, SUNY at Albany and Cornell University each accounted for from 1% to 5% of the total. Westchester Library System, The New York Public Library Research Libraries, SUNY at Binghamton, and Columbia University each sent in less than 1%. Nioga and Clarkson which did not have FACTS receiving equipment both submitted more requests than Monroe County, SUNY at Albany, Cornell, Westchester, The New York Public Library Research Libraries, SUNY at Binghamton or Columbia. Nioga also sent in more requests than The New York State Library. Ramapo Catskill which also had no FACTS equipment originated more requests than three stations with equipment (The New York Public Library Research Libraries, SUNY at Binghamton and Columbia) while Brooklyn Public Library sent in more than SUNY at Binghamton and Columbia.

The decrease in FACTS requests during the summer months and at the turn of the year that was noted earlier in this chapter was experienced by most of the individual transmission sites. Likewise, the increases noted at the beginning of the fall and spring semesters were reflected in the volume of almost all of the major senders.

TYPES OF ORIGINATING LIBRARIES BY REQUEST TRANSMISSION SITES

The preceding section has given the data on the volume of requests handled by each request transmission site during the FACTS project. However, these statistics do not necessarily indicate the type of library at which the patron actually originated the request. In some cases, the originating library and the request transmission site may be the same; in other cases, another library may have sent the request to a request transmission site which in turn relayed it to the State Library. Data in Table 2 indicate that about 67% of the 4,918 requests were transmitted by public library systems while about 33% were sent by schools. In order to find out whether this is an accurate reflection of the types of libraries submitting requests, Table 3 on the following page presents the different types of originating libraries by each transmission site.

In this analysis, the originating library, as recorded on the data sheet, has been classified according to the following categories: graduate and undergraduate schools, undergraduate-only schools, two-year and community colleges, medical schools, public libraries, system headquarters, special and industrial libraries, and "other," which includes New York State agencies, hospitals, and secondary schools.

Table 3 shows that more than 70% of the 4,918 requests actually came from academic libraries with almost half (49%) originating at graduate and undergraduate schools. Of the remainder, 23% were initiated at public libraries while special, industrial and "other" libraries together accounted for 6% of the requests.

Table 3

TYPES OF ORIGINATING LIBRARIES BY REQUEST TRANSMISSION SITES

Request Transmission Site	Academic Libraries					Public Libraries			Other Libraries				
	Graduate and Undergraduate Schools	Undergraduate Schools	Two-Year and Community Colleges	Medical Schools	All Academic Libraries	Public Libraries	System Headquarters	All Public Libraries	Special and Industrial Libraries	Others	All Other Libraries	No Record	Total
Mid-Hudson Libraries	18.2% (247)	22.6% (306)	25.0% (338)	- -	65.8% (841)	22.2% (300)	0.4% (6)	22.6% (306)	10.2% (138)	1.4% (19)	11.6% (157)	(3)	100.0% (1,357)
SUNY College at Potsdam	96.2 (1,277)	- -	3.3 (44)	- -	99.5 (1,321)	0.2 (3)	0.2 (3)	0.4 (6)	- -	- -	- -	(4)	99.9 (1,331)
Nassau Library System	41.5 (241)	0.9 (5)	11.9 (69)	- -	54.3 (315)	44.9 (261)	0.7 (4)	45.6 (265)	- -	0.3 (1)	0.3 (1)	(2)	100.2 (583)
Mid-York Library System	12.2 (45)	17.6 (65)	13.8 (51)	- -	43.6 (161)	33.9 (125)	21.7 (80)	55.6 (205)	0.8 (3)	- -	0.8 (3)	(4)	100.0 (373)
Buffalo and Erie County Public Library	70.0 (82)	0.9 (1)	- -	- -	70.9 (83)	- -	20.5 (24)	20.5 (24)	8.5 (10)	- -	8.5 (10)	(108)	99.9 (225)
Suffolk Cooperative Library System	19.3 (34)	- -	4.5 (8)	- -	23.8 (42)	61.4 (108)	9.1 (16)	70.5 (124)	2.3 (4)	3.4 (6)	5.7 (10)	-	100.0 (176)
Nioga Library System	11.4 (19)	- -	70.1 (117)	- -	81.5 (136)	16.8 (28)	1.8 (3)	18.6 (31)	- -	- -	- -	(5)	100.1 (172)
The New York State Library	25.4 (29)	- -	- -	0.9% (1)	26.3 (30)	9.6 (11)	- -	9.6 (11)	28.1 (32)	36.0 (41)	64.1 (73)	(10)	100.0 (124)
Clarkson College of Technology	100.0 (122)	- -	- -	- -	100.0 (122)	- -	- -	- -	- -	- -	- -	-	100.0 (122)
Monroe County Library System	33.1 (40)	1.7 (2)	- -	13.2 (16)	48.0 (58)	39.7 (48)	- -	39.7 (48)	12.4 (15)	- -	12.4 (15)	-	100.1 (121)
SUNY at Albany	100.0 (81)	- -	- -	- -	100.0 (81)	- -	- -	- -	- -	- -	- -	-	100.0 (81)
Cornell University	100.0 (71)	- -	- -	- -	100.0 (71)	- -	- -	- -	- -	- -	- -	-	100.0 (71)
Westchester Library System	- -	52.5 (21)	2.5 (1)	- -	55.0 (22)	35.0 (14)	2.5 (1)	37.5 (15)	7.5 (3)	- -	7.5 (3)	-	100.0 (40)
Ramapo Catskill Library System	- -	- -	4.3 (1)	- -	4.3 (1)	95.7 (22)	- -	95.7 (22)	- -	- -	- -	(14)	100.0 (37)
The New York Public Library Research Libraries	- -	3.4 (1)	3.4 (1)	- -	6.9 (2)	93.1* (27)	- -	93.1 (27)	- -	- -	- -	-	99.9 (29)
SUNY at Binghamton	100.0 (20)	- -	- -	- -	100.0 (20)	- -	- -	- -	- -	- -	- -	-	100.0 (20)
All Others	39.3 (22)	- -	- -	- -	39.3 (22)	39.3 (22)	- -	39.3 (22)	21.4 (12)	- -	21.4 (12)	-	100.0 (56)
All Request Transmission Sites	48.8% (2,330)	8.4% (401)	13.2% (630)	0.4% (17)	70.8% (3,378)	20.4% (969)	2.9% (137)	23.3% (1,106)	4.6% (217)	1.4% (67)	6.0% (284)	(150)	100.1% (4,918)

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* These 27 requests actually originated at The New York Public Library Research Libraries.

The five transmission sites located at academic institutions--SUNY College at Potsdam, Clarkson College of Technology, SUNY at Albany, Cornell University and SUNY at Binghamton--handled requests only from schools, with the exception of six requests from public libraries that were transmitted by Potsdam.

Five of the nine public library systems which served as transmission sites received more than 50% of their requests from academic libraries: Nioga Library System (82%), Buffalo and Erie County Public Library (71%), Mid-Hudson Libraries (66%), Westchester Library System (54%) and Nassau Library System (54%). In the case of Nioga, the majority of these requests was from two-year and community colleges, while almost all of those directed through Westchester were from undergraduate schools. Nassau and Buffalo and Erie serviced mainly graduate and undergraduate schools. The proportion of requests sent by these three types of academic libraries through Mid-Hudson was almost the same.

Three of the other four public library system transmission sites received more than 50% of their requests from public libraries. Ramapo Catskill Library System and Suffolk Cooperative Library System, with 96% and 71% respectively of their requests from public libraries, served mainly local public libraries. In Mid-York Library System, where 56% of the requests were from public libraries, a substantial number originated at the system headquarters rather than at local libraries.

The ninth public library which served as a transmission site, Monroe County Library System, received a considerable proportion of requests from each category with 48% from academic libraries, 40% from public libraries, and 12% from special libraries.

Of those requests received directly by The New York State Library, the majority came either from special and industrial libraries (28%) or "others" (36%) which in this case includes New York State agencies.

All but two of the 29 requests transmitted from The New York Public Library Research Libraries originated at that library.

From these data we find that transmission sites located at academic institutions handle requests from schools almost exclusively. Those sites which are located at public library system headquarters serve all three categories of libraries--except for Nioga Library System and Ramapo Catskill Library System which forwarded no requests from "other" libraries.

Looking at the data from another viewpoint, Table 3 shows that almost two-fifths (39%) of the 3,377 requests from schools were from SUNY College at Potsdam. This site together with Mid-Hudson handled almost two-thirds (65%) of all requests from schools. Seventy percent of the 1,107 requests originating at public libraries were relayed to the State Library by three transmission sites--Mid-Hudson Libraries, Nassau Library System and Mid-York Library System. More than three-fifths (64%) of the 217 requests from special and industrial libraries were handled by Mid-Hudson, while more than three-fifths (61%) of the requests from "other" libraries were received directly at the State Library.

Within these three major categories--academic libraries, public libraries, and other libraries--one or more individual libraries may have originated a significant proportion of the requests handled by a given request transmission site. Inspection of the raw data shows that this is the case in several instances.

Four of the five FACTS stations that were located at academic institutions--Cornell, SUNY at Albany, SUNY at Binghamton and Columbia--were reported as the originating library for all of the requests they transmitted during the program. SUNY College at Potsdam relayed requests from other libraries--academic as well as public--but the great majority of requests from this station originated at Potsdam itself.

Of the seven FACTS stations located at public library system headquarters, two--Mid-York and Suffolk--had more than 50% of their FACTS requests originate at many local public libraries and the system headquarters together. Five of the other public library transmission sites--Mid-Hudson, Buffalo and Erie County, Monroe County, Westchester, and Nassau--had more than 50% of their transmitted requests from non-public libraries. In the case of Mid-Hudson these requests originated at many different libraries. However, at the other four sites a substantial proportion of requests came from one originating library. Almost half[12] of the requests transmitted from Buffalo and Erie County, which included the name of the originating library on the data sheet, originated at SUNY at Buffalo (58). Marymount College (18) originated almost half of the requests from Westchester. Requests originating at the University of Rochester (30), including the medical school library, accounted for almost one-quarter of the requests transmitted to the State Library from Monroe County. Although in these three instances, a sizable proportion of requests was initiated by an individual library, the total number of requests handled by each of these request transmission sites was not very significant. The Nassau Library System handled considerably more requests (583) than Buffalo and Erie, Monroe County, or Westchester. And more than one-third (36% or 210 requests) originated at Hofstra University.

Almost all of the requests transmitted by The New York Public Library Research Libraries originated at that library.

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[12] It should be noted, however, that 48% (108 out of 225) of the requests submitted by Buffalo and Erie did not include the originating library. Thus, this figure may be substantially lower.

COSTS OF THE FACTS PROGRAM

Each contracting library in the FACTS program received participation grants so that the costs of clerical help and copying machine rental necessary for the operation of the program would be borne by the State Library. Two separate grants were made: one for the period February 1 to July 31, 1967; the other for the period August 1, 1967 through March 31, 1968. Each grant was based on the number of facsimile sending and receiving machines located at the individual station, at the rate of $1,000 per machine. The total of the two participation grants for each of the FACTS libraries is shown in Table 4 on the following page.

Ten of the 14 participating FACTS stations reported that their grants were adequate to cover the costs incurred by the program. Of these ten stations, one received a grant of $1,125, another received a total of $3,000 in grants, six stations received a total of $4,000 each, one received a total of $8,000 and the tenth received a total of $12,000.

Of the other four stations, the local 3R's group assumed most of the costs at one station so that it was difficult to assess whether the state's grants totaling $4,000 were sufficient. Three libraries reported that the participation grants were not adequate to compensate for the amount of staff time or supervisory time required. One of these stations, which received $4,000, was one of the heaviest users of the program. Another received $12,000 and was one of the principal referral libraries. The third library, which received $4,000,reported that the grants did not fully cover professional staff time. It also felt that much time, and therefore money, was lost because many requests had to be referred two or three times when they could have been handled once by dealing directly with a library known to have the needed materials.

The roles played by different libraries in the FACTS program varied widely. Consequently, a number of grants seemed to be somewhat generous while others were somewhat inadequate. The latter appeared to be true particularly at those libraries where significant amounts of high-level supervisory time were devoted to the FACTS project.

The estimated operating costs of the program from January 20, 1967 to March 31, 1968 are shown in Table 5 on page 21. Of the total cost of $241,033, which does not include labor costs at the State Library, approximately 53% was for equipment contracts, 15% for teletype line, rental expenses, and miscellaneous installation charges, and 32% for participation grants.

Two figures are given in computing the average cost per request: the average cost per request for all requests received and the average cost per request for all requests filled. The latter figure is perhaps of more interest since FACTS equipment was used only for those requests which were filled and the goal of the program--the patron

Table 4

PARTICIPATION GRANTS TO FACTS STATIONS[a]

Institutions	Number of Machines 1/20/67-3/31/68	Participation Grants 2/1/67-7/31/67	8/1/67-3/31/68	Total
Buffalo and Erie County Public Library	4	$ 4,000	$ 4,000	$ 8,000
Columbia University	5	2,000	2,000	4,000
Cornell University	6	6,000	6,000	12,000
Mid-Hudson Libraries	2	2,000	2,000	4,000
Mid-York Library System	2	2,000	2,000	4,000
Monroe County Library System	4	4,000	4,000	8,000
Nassau Library System	2	2,000	2,000	4,000
New York Academy of Medicine	2	-	1,125[b]	1,125
Suffolk Cooperative Library System	2	2,000	2,000	4,000
SUNY at Albany	2	2,000	2,000	4,000
SUNY at Binghamton	1	1,000	2,000	3,000
SUNY College at Potsdam	2	2,000	2,000	4,000
The New York Public Library Research Libraries	6	6,000	6,000	12,000
Westchester Library System	2	2,000	2,000	4,000
Total	40[c]	$37,000	$39,125	$76,125

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[a] Data presented in this table show that in some instances The New York State Library, in fact, did not pay institutions at the stated rate of $1,000 per machine.

[b] This grant covered the period from November 15, 1967 to March 31, 1968. Equipment at the New York Academy of Medicine became fully operational on January 19, 1968.

[c] Except for the Academy of Medicine, the number of machines indicated is the number located at each library at the beginning of the program. The two machines, one sender and one receiver, installed at the New York Academy of Medicine in January 1968 had originally been at The New York Public Library Research Libraries. Consequently, the total number of machines operating during the program was 40, since two machines have been entered twice in this table--once at the New York Academy of Medicine and once at The New York Public Library Research Libraries. In addition, a sender and receiver were removed from Columbia University in November 1967 and a wide-band circuit was installed there in December. A third receiver was installed at SUNY College at Potsdam and became operational in February 1968. After the two machines for the New York Academy of Medicine were taken from The New York Public Library Research Libraries, another sender was added to their equipment.

Table 5

ESTIMATED COSTS OF THE FACTS PROGRAM*
January 20, 1967 - March 31, 1968

Item	Amount
Equipment Costs:	
Stewart-Warner Contract #1 (2/1/67-8/31/67)	$ 22,972
Stewart-Warner Contract #2 (2/1/67-8/31/67)	17,913
Stewart-Warner Contract #3 (9/1/67-3/31/68)	41,653
Alden Contract #1 (5/1/67-7/31/67)	11,988
Alden Contract #2 (8/1/67-3/31/68)	33,169
Line and Rental Costs for Teletype Equipment	34,423
Participation Grants:	
Participation grants to FACTS stations (2/1-7/31)	37,000
Participation grants to FACTS stations (8/1/67-3/31/68)	39,125
Miscellaneous Installation Charges	2,790
Total	$241,033

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* Excludes labor costs at the State Library.

receiving his needed material--was fulfilled. However, those requests which were not satisfied also contributed to the cost of the program since they also were searched at the State Library and, in many cases, at referral libraries.

The total cost of $241,033 provided for the handling of 4,918 requests--of which 4,265 were filled. This represents an average expenditure of $49.01 for each request handled or $56.61 for each request filled.

ELAPSED TIME

How long did it take for a FACTS patron to receive his needed material? Did the FACTS program offer service which was superior to that of standard interlibrary loan? The analyses which follow examine the length of time between the patron's actual request and his receipt of the material, the length of time it took for the State Library to receive the request until it was transmitted to the receiving site, and the means by which the receipted copy was delivered to the originating library.

Time Lapse Between Patron Request and Receipt of Material

In order to calculate the time lapse between the patron's request and his receipt of FACTS material, either the data sheets from originating libraries completed during the January 20 to March 21, 1967 period or the postcard questionnaires which were used thereafter were matched by request number with their corresponding data sheets at the State Library. The time lapse was computed by counting the weekdays, Monday through Friday, minus any holidays, between the date and time the patron submitted his request at the originating library and the date and time he received facsimile copy in response to his request.[13]

Eight hundred and sixteen of the 847 returned postcards which could be matched to data sheets had enough information on both the data sheet and the postcard so that the elapsed time could be computed. In addition, 109 data sheets from originating libraries were matched with the State Library's data sheets for a total of 925 cases with elapsed time. These 925 cases represent 22% of the 4,265 requests that were filled during the FACTS program.

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[13] The time of day was rounded to the nearest hour. If there was no time of day recorded, it was arbitrarily considered to be 2:00 p.m.; if just "a.m." was indicated, it was considered to be 10:00 a.m.; if just "p.m." was indicated, it was considered to be 3:00 p.m.

The average, median and range for the number of working days between patrons' requests and their receipt of the material are shown in Table 6 on the following page. However, the following problems in data collection must be borne in mind in reviewing these facts:

1. The elapsed times for the first time period include data for a few requests that were filled by mail as well as for those filled by facsimile copy.
2. Elapsed times for the second time period tend to be longer than was actually the case. Since the postcard questionnaires were not distributed until the beginning of the third time period, the elapsed times represent only those requests that were made during the second time period but not filled until the third.
3. Supplies of postcard questionnaires were not replenished after the beginning of December. Consequently in the last four time periods, the number of cases is not sufficient for any meaningful analysis. The number of postcards returned during the tenth time period appears to be slightly depressed--probably for this same reason.

Only five of the 925 requests with data on elapsed time were filled within 24 hours, the stated goal of the service. Excluding the 21 requests from the second time period and extrapolating from the remaining 904 requests, there were about 25 requests filled within 24 hours during the 14 months of the program. This, of course, assumes that this smaller sample is representative of the entire group of requests.

Considering only the first and third through ninth time periods, the change in elapsed times generally follows a pattern similar to that for the average daily number of FACTS requests received at the State Library--an increase in the spring, a decrease during the summer months and then an increase again in the fall. The one exception to this pattern is the 8/22-9/21 period. Although the volume of requests remained at a low level, the median time lapse of five days is more than double that of the preceding period. There is good reason to believe that this increase in elapsed times coincided with disruptions in the program's operations at the State Library, and possibly other FACTS stations, caused by a significant turnover of clerical personnel at the end of the summer.

Table 6

TIME LAPSE BETWEEN PATRON REQUEST AND RECEIPT OF MATERIAL

	Requests with Data on Time		Number of Working Days Elapsed		
Period	Number	Percent of Those Filled	Average	Median	Range
1/20-3/21	109	38.7%	5.7	4.8	0.2-30.1
3/22-4/21	21	6.5	21.9	22.2	6.7-52.2
4/22-5/21	173	50.3	9.3	6.0	1.0-54.1
5/22-6/21	64	39.5	5.9	4.1	1.0-33.0
6/22-7/21	63	34.8	4.3	3.1	0.2-27.1
7/22-8/21	52	25.2	2.3	2.0	0.2-13.0
8/22-9/21	52	33.3	5.4	4.9	1.7-31.8
9/22-10/21	134	32.5	7.6	5.8	2.1-25.8
10/22-11/21	145	24.7	6.5	5.8	1.9-22.1
11/22-12/21	88	18.1	6.3	5.8	1.3-23.0
12/22-1/21	9	3.8	4.9	3.1	1.2-13.7
1/22-2/21	11	3.4	5.8	7.0	3.1- 7.0
2/22-3/21	4	0.9	5.8	3.9	1.1-14.0
3/22-3/31	0	0.0	-	-	-

Time Lapse Between Receipt of Request at the State Library and Transmission of the Needed Material

The time lapse between the receipt of the request at the State Library and the transmission of the needed material from the filling library was computed as outlined in the preceding section. However, since both of these times were recorded on the data sheet in the time periods analyzed, the sample includes almost every request received.

Table 7 on the following page presents the average, median and range for the number of days elapsed for 3,059 requests received between June 22, 1967 and March 31, 1968. This time interval was selected since during this period all of the 14 FACTS stations as originally scheduled were in operation.[14] It must be remembered that these computations do not include the time it took for the request to be relayed from the originating library to the State Library or from the transmission site to the patron.

Of the 3,059 requests, 446 were processed and filled within 24 hours. The number of requests tabulated is about 62% of the total. If these data from the last eight months of the program are representative of the whole FACTS project, approximately 615 requests were filled within 24 hours. It is, of course, likely that as the program progressed more requests were filled faster as personnel became more familiar with the operations involved. Consequently, this projected total is probably slightly high.

The difference between the averages and medians shown in Table 7 gives some indication of the distribution of the requests according to how long it took for them to be filled. The number of cases above and below the median is the same. Consequently, where the averages are larger than the means, which is the case here in every time period, the large (i.e., long) cases are proportionately much larger than the small (i.e., short) ones. In the last four time periods, this gap between the average and the median is closing showing that the longer cases are not taking as long to fill. This can also be seen by examining the maximum end of the range for each period.

The first eight time periods reflect generally the same pattern as the average daily number of FACTS requests[15]--an increase in the fall, a decrease at the turn of the year and an increase in the spring. However, in the ninth time period the average and median number of working days remain the same while the volume increases about 30%.

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[14] The fifteenth station, The New York Academy of Medicine, began operating in mid-January 1968.

[15] The pattern is also similar to that of the elapsed time between patron request and receipt of material. However, lack of data makes it impossible to compare the last four and perhaps five time periods.

Table 7

TIME LAPSE BETWEEN RECEIPT OF REQUEST AT THE STATE LIBRARY AND TRANSMISSION OF THE NEEDED MATERIAL

	Requests with Data on Time		Number of Working Days Elapsed		
Period	Number	Percent of Those Filled	Average	Median	Range
6/22-7/21	178	98.3%	4.3	1.9	.08 - 43.0
7/22-8/21	196	95.1	2.6	1.2	.08 - 27.9
8/22-9/21	155	99.4	3.5	2.7	.08 - 61.8
9/22-10/21	408	99.0	4.8	3.8	.08 - 48.0
10/22-11/21	579	98.6	4.0	2.9	.04 - 37.0
11/22-12/21	474	97.7	4.2	3.1	.80 - 22.1
12/22-1/21	227	96.2	2.6	1.9	.10 - 18.8
1/22-2/21	309	95.1	2.1	1.9	.04 - 22.0
2/22-3/21	458	97.7	2.1	1.9	.04 - 10.2
3/22-3/31	75	78.1	1.6	1.1	.04 - 4.0

It must be remembered that the times reported above do not include the amount of time it took for the request to get to the State Library or for the material to be delivered to the patron from the receiving station.

MEANS OF DELIVERY TO ORIGINATING LIBRARIES

In cooperation with the local reference and research library resources agency, each FACTS station was to provide a means of delivering facsimile copy to the originating libraries that it served. Five of the seven FACTS stations that are public library system headquarters--Buffalo and Erie County, Mid-York, Monroe County, Nassau, and Westchester--used the system delivery service when the originating library was a member library of the system. These five stations delivered copy to non-public libraries by first class mail, United Parcel, or the originating library picked it up at the system headquarters. The sixth site, Suffolk, utilized system delivery to all libraries whether they were member libraries or not. Mid-Hudson, the seventh system headquarters that is also a FACTS station, used first class mail for all deliveries.

Most facsimile copy received at three of the five stations that are academic libraries--Cornell, SUNY at Albany and SUNY at Binghamton--was for patrons at the school itself. In those few instances where the copy was for another library, it was either mailed or picked up. Columbia received very few filled requests but indicated that they would probably use pages to deliver copy, if the volume warranted it. Potsdam received a greater number of requests for other libraries. Copy for Clarkson College, St. Lawrence University and the State University Agricultural and Technical College at Canton was sent by a truck delivery system; other libraries received their material by mail.

Pages were used to deliver facsimile copy received at The New York Public Library Research Libraries to originating libraries in New York City and Westchester County.

Facsimile copy received at the State Library was sent by the delivery service of the local reference and research library resources agency.

The postcard questionnaire was attached to the facsimile copy for each filled request and delivered to the originating library with the material. On the postcard the librarian at the originating library was asked to indicate whether the material had been sent by mail, by system delivery or messenger, or by other means. The responses on the 847 returned postcards are shown in Table 8 on the following page. Thirty-seven percent of these requests were received at the originating library by mail. Presumably the 36% received by facsimile transmission are those requests where the FACTS receiving station was also the originating library. The balance of the requests was sent by system delivery or messenger (18%) or by other means (3%).

Table 8

MEANS BY WHICH ORIGINATING LIBRARIES RECEIVED FILLED FACTS REQUESTS

Period	Mail	Facsimile Transmission	System Delivery or Messenger	Other	No Answer	Total
3/22-4/21	81.8% (18)	9.1% (2)	9.1% (2)	-	- (2)	100.0% (24)
4/22-5/21	35.6 (63)	30.5 (54)	23.2 (41)	10.7% (19)	- (12)	100.0 (189)
5/22-6/21	58.1 (36)	27.4 (17)	11.3 (7)	3.2 (2)	- (7)	100.0 (69)
6/22-7/21	24.6 (15)	47.5 (29)	26.2 (16)	1.6 (1)	- (4)	99.9 (65)
7/22-8/21	10.2 (5)	75.5 (37)	12.2 (6)	2.0 (1)	- (4)	99.9 (53)
8/22-9/21	82.6 (38)	8.7 (4)	8.7 (4)	- -	- (6)	100.0 (52)
9/22-10/21	40.8 (53)	48.5 (63)	10.8 (14)	- -	- (4)	100.1 (134)
10/22-11/21	35.3 (47)	43.6 (58)	19.5 (26)	1.5 (2)	- (12)	99.9 (145)
11/22-12/21	30.8 (28)	41.8 (38)	27.5 (25)	- -	- (1)	100.1 (92)
12/22-1/21	37.5 (3)	- -	62.5 (5)	- -	- (1)	100.0 (9)
1/22-2/21	100.0 (9)	- -	- -	- -	- (2)	100.0 (11)
2/22-3/21	25.0 (1)	- -	75.0 (3)	- -	- -	100.0 (4)
3/22-3/31	-	-	-	-	-	(0)
All Periods Combined	39.9% (316)	38.1% (302)	18.8% (149)	3.2% (25)	- (55)	100.0% (847)

Patron Reaction to Speed of Service

The postcard questionnaire asked patrons if the FACTS service would be equally useful if it took two or three days longer to receive the material. When the questionnaire was designed, it was thought that there would usually only be a lapse of two or three days between the time the patron made his request and the time he received the material. The purpose of the question was to determine whether patrons really needed their material within a day or two or could instead wait a few more days to receive it, perhaps through the conventional mailed photocopy of interlibrary loan. However, as noted previously in the section on elapsed time between patron request and receipt of material, FACTS requests were not often filled within two or three days; in some cases it took as many as 20 days or more.

Of the postcards with answers to this question, 70% indicated that the requested material would have been equally useful if it had arrived two or three days later while the balance said it would not have been as useful. This response is rather surprising when one considers that a requirement of FACTS requests was that they be of a serious and urgent nature. This may mean that there is, in fact, no great demand for such service. On the other hand, it may reflect the patrons' expectations of the service as they had more experience with it. As the program progressed, it was probably common knowledge that FACTS was rarely able to fill requests within the originally stated 24 to 48 hour goal and expectations were perhaps adjusted accordingly. If the patron were told that it would take five or six days to fill his request, and he received the material within that time period, he was probably satisfied. And if he waited five or six working days (which, including a weekend, would be over a week) another two or three days may not have been considered an excessive delay. Certainly the question lost much of its original impact. Instead of asking whether the patron could use the material if it had taken twice as long to receive it, in many cases it asked if the material would have been useful if it had taken only half again as long.

The tabulation of this question is shown in Table 9 on the following page. It should be noted that this table also presents a frequency distribution of the elapsed times for 816 requests where postcards had data on the elapsed time.

SUGGESTIONS FOR IMPROVEMENT IN SERVICE

An open-ended question on the postcard asked patrons to suggest improvements in service. These responses are shown in Table 10 on page 31 and reflect the data already presented. Fifty-five percent of the 847 returned postcards did not answer the question presumably because they did not have any suggestions. Of those responding 22% cited the need for better copy. The second most frequently mentioned suggestion was the need for faster service (9%). Other comments were that

Table 9

PATRONS' RESPONSES TO QUESTION "WOULD THIS SERVICE BE EQUALLY USEFUL IF IT TOOK 2 OR 3 DAYS LONGER TO RECEIVE THE MATERIAL?" BY NUMBER OF DAYS BETWEEN PATRON REQUEST AND RECEIPT OF MATERIAL

Period		Less Than 1 Day	1-2 Days	2-3 Days	3-4 Days	4-5 Days	5-10 Days	10-15 Days	15-20 Days	20+ Days	No Data on Elapsed Time	Total
3/22-4/21	Yes	-	-	-	-	-	4	2	1	7	-	14
	No	-	-	-	-	-	-	-	2	4	-	6
	NA	-	-	-	-	-	-	-	-	1	3	4
	Total	-	-	-	-	-	4	2	3	12	3	24
4/22-5/21	Yes	-	1	2	7	13	49	8	7	8	10	105
	No	-	1	-	13	13	25	5	-	6	3	66
	NA	-	-	-	-	1	4	3	1	6	3	18
	Total	-	2	2	20	27	78	16	8	20	16	189
5/22-6/21	Yes	1	-	6	5	7	9	-	2	2	1	33
	No	-	1	3	4	1	5	-	-	1	3	18
	NA	-	-	4	4	4	5	-	-	-	1	18
	Total	1	1	13	13	12	19	-	2	3	5	69
6/22-7/21	Yes	1	4	20	8	5	7	3	1	-	-	49
	No	-	-	3	1	3	3	-	-	1	2	13
	NA	-	1	1	-	-	1	-	-	-	-	3
	Total	1	5	24	9	8	11	3	1	1	2	65
7/22-8/21	Yes	-	2	13	2	1	2	1	-	-	-	21
	No	3	20	3	1	1	2	1	-	-	1	32
	NA	-	-	-	-	-	-	-	-	-	-	-
	Total	3	22	16	3	2	4	2	-	-	1	53
8/22-9/21	Yes	-	-	3	13	15	13	-	-	1	-	45
	No	-	2	1	-	-	4	-	-	-	-	7
	NA	-	-	-	-	-	-	-	-	-	-	-
	Total	-	2	4	13	15	17	-	-	1	-	52
9/22-10/21	Yes	-	-	6	20	16	50	14	3	5	-	114
	No	-	-	-	3	5	6	1	-	4	-	19
	NA	-	-	-	-	-	1	-	-	-	-	1
	Total	-	-	6	23	21	57	15	3	9	-	134
10/22-11/21	Yes	-	-	6	11	13	55	7	4	-	-	96
	No	-	2	4	3	14	13	5	1	1	-	43
	NA	-	-	1	-	-	3	2	-	-	-	6
	Total	-	2	11	14	27	71	14	5	1	-	145
11/22-12/21	Yes	-	-	3	15	6	27	1	2	1	2	57
	No	-	1	-	3	6	19	-	-	-	-	29
	NA	-	-	-	-	1	1	-	-	2	2	6
	Total	-	1	3	18	13	47	1	2	3	4	92
12/22-1/21	Yes	-	-	-	2	-	2	1	-	-	-	5
	No	-	1	2	-	-	-	-	-	-	-	3
	NA	-	-	-	1	-	-	-	-	-	-	1
	Total	-	1	2	3	-	2	1	-	-	-	9
1/22-2/21	Yes	-	-	-	1	2	8	-	-	-	-	11
	No	-	-	-	-	-	-	-	-	-	-	-
	NA	-	-	-	-	-	-	-	-	-	-	-
	Total	-	-	-	1	2	8	-	-	-	-	11
2/22-3/21	Yes	-	-	-	1	-	-	-	-	-	-	1
	No	-	1	-	-	1	-	1	-	-	-	3
	NA	-	-	-	-	-	-	-	-	-	-	-
	Total	-	1	-	1	1	-	1	-	-	-	4
3/22-3/31	Yes	-	-	-	-	-	-	-	-	-	-	-
	No	-	-	-	-	-	-	-	-	-	-	-
	NA	-	-	-	-	-	-	-	-	-	-	-
	Total	-	-	-	-	-	-	-	-	-	-	-
All Periods Combined	Yes	2	7	59	85	78	226	37	20	24	13	551
	No	3	29	16	28	44	77	13	3	17	9	239
	NA	-	1	6	5	6	15	5	1	9	9	57
	Total	5	37	81	118	128	318	55	24	50	31	847

Table 10

SUGGESTIONS FOR IMPROVEMENT OF SERVICE

Period	Better Copy	Faster Service	Admirable Service	More Than 12 Pages	Complete Article	Status Report	Other	"No Suggestions"	No Answer	Number of Postcards
3/22-4/21	20.8% (5)	50.0% (12)	- -	- -	- -	4.2% (1)	- -	- -	37.5% (9)	(24)
4/22-5/21	22.2 (42)	19.0 (36)	3.2% (6)	1.1% (2)	1.6% (3)	1.6 (3)	3.2% (6)	2.6% (5)	55.0 (104)	(189)
5/22-6/21	17.4 (12)	5.8 (4)	8.7 (6)	- -	1.4 (1)	- -	4.3 (3)	8.7 (6)	58.0 (40)	(69)
6/22-7/21	21.5 (14)	4.6 (3)	3.1 (2)	- -	- -	- -	3.1 (2)	4.6 (3)	63.1 (41)	(65)
7/22-8/21	11.3 (6)	- -	5.7 (3)	- -	- -	- -	7.5 (4)	9.4 (5)	67.9 (36)	(53)
8/22-9/21	28.8 (15)	1.9 (1)	3.8 (2)	- -	9.6 (5)	- -	- -	3.8 (2)	51.9 (27)	(52)
9/22-10/21	23.1 (31)	3.7 (5)	3.0 (4)	- -	- -	- -	3.0 (4)	8.2 (11)	59.7 (80)	(134)
10/22-11/21	17.9 (26)	3.4 (5)	7.6 (11)	- -	- -	- -	4.1 (6)	9.0 (13)	58.6 (85)	(145)
11/22-12/21	22.8 (21)	8.7 (8)	3.3 (3)	12.2 (11)	- -	- -	7.6 (7)	21.7 (20)	42.4 (39)	(92)
12/22-1/21	55.6 (5)	- -	11.1 (1)	- -	- -	- -	- -	- -	33.3 (3)	(9)
1/22-2/21	18.2 (9)	- -	9.1 (1)	- -	- -	- -	- -	- -	9.1 (1)	(11)
2/22-3/21	- -	- -	50.0 (2)	- -	- -	- -	- -	- -	50.0 (2)	(4)
3/22-3/31	- -	- -	- -	- -	- -	- -	- -	- -	- -	(0)
All Periods Combined	22.0% (186)	8.7% (74)	4.8% (41)	1.5% (13)	0.9% (8)	0.5% (4)	3.8% (32)	7.7% (65)	55.1% (467)	(847)

NOTE: The number of responses in the different categories for seven of the thirteen time periods add to a total in excess of the number of postcard-questionnaires returned due to multiple responses.

more than 12 pages of copy should be provided; that the material received was incomplete--either pages missing or that a status report was needed informing the patron of the expected delay so that he could consider trying to get the material elsewhere.

Recipients of 6% of the requests wrote in "no," they did not have any suggestions. Five percent of the postcards indicated that FACTS was an admirable service.

Table 10 also shows that there were 32 suggestions classified as "Other." These included the following:

> "Would rather have original to keep in files" (1)
>
> "More connections to other libraries in U.S., Canada, and United Kingdom" (1)
>
> "Prefer copy of title page of periodical, as well (to cover problems of edition and copyright)" (2)
>
> "Service is improved since last used" (1)
>
> "Paper fades quickly, make facsimile more permanent" (2)
>
> "Very clear, easy to read" (1)
>
> "Copy better than before" (1)
>
> "Need a means for communicating pages listed in Roman numerals" (1)
>
> "Work out a system where you can get reproductions of pictures in books and magazines if they have all the proper information (paging, date, magazine) without author and title of article" (1)
>
> "Service should be made known to more people" (1)
>
> "When the requesting library knows a photocopy is available from one of the three area libraries or eight subject libraries, that information should be submitted with the request" (1)
>
> "Add British libraries and British and South African government sources to the facsimile hook-up" (2)
>
> "Inconvenient to have to request facsimile service through the bookmobile which comes every two weeks" (4)

"There is a need for direct delivery service from the FACTS reception site" (1)

"Translate foreign articles" (2)

"Not have libraries wait until they have many requests before they send requests" (1)

"Send information that is necessary for footnote" (2)

"Students do not have a full knowledge of what is needed on their part to expedite faster service" (1)

"All requests submitted at one time should be returned together" (2)

"Articles should be collated better (some pages upside down)" (1)

"Clear up clerical hold-ups" (1)

"Do not limit the number of requests that may be made by one patron at one time" (2)

Chapter III

WHO USED FACTS AND WHY

This chapter deals with the types of people (faculty, student, or "other") who used the FACTS service and the purposes for which they requested copy. In addition, the subject matter of FACTS requests is presented to show in which fields the demand for material was greatest.

PATRON STATUS FOR FACTS REQUESTS

Table 11 shows the patron status for 4,312 FACTS requests received between January 20, 1967 and March 31, 1968. For this table only the categories of student, faculty, "other" and ineligible[16] have been percentaged. This, of course, assumes that the distribution of requests without a recorded patron status (about 12% of the total) is the same as those requests where the patron's status was identified.

As shown in this table, 49% of the requests were from students, 32% from faculty members and 19% from "other" patrons. It should be emphasized that these statistics are for requests, which do not necessarily correlate on a one-to-one basis with the number of patrons, since one patron could submit several requests or use the service several times. Consequently, these data do not show that, of all patrons using the service, students outnumbered faculty members and "other" patrons. Rather, the data show only that more requests were submitted by students than by the patrons in the other two categories.

There appeared to be no established pattern in the status of patrons submitting requests when the requests are divided by individual time periods. However, the number of requests originated by students did seem to be influenced by the academic terms. The two periods following the spring term (5/22-6/21) and the summer term (8/22-9/21) show a large drop in the percentage of requests submitted by students while the period following the winter term (1/22-2/21) is also somewhat lower. Presumably the lower proportion in the 12/22-1/21 period was caused by the holidays. The unusually high proportion of requests from "other" in the 8/22-9/21 period (61% compared to 19% for the ten periods as a whole) may be in part due to the changing status of patrons--that is, patrons who formerly reported themselves as students or faculty members may have been identified as "other" in the period between academic terms.

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[16] An ineligible patron is defined as one under 18 years of age or one who is an inmate of a mental or penal institution.

Table 11

PATRON STATUS FOR FACTS REQUESTS

Period	Student	Faculty	Other	Ineligible	No Record	Total
1/20-3/21	46.1% (107)	45.7% (106)	8.2% (19)	-	(97)	100.0% (329)
3/22-4/21	56.9 (177)	21.5 (67)	21.5 (67)	-	(38)	99.9 (349)
4/22-5/21	39.4 (138)	37.1 (130)	23.4 (82)	-	(28)	99.9 (378)
5/22-6/21	19.4 (30)	50.3 (78)	30.3 (47)	-	(15)	100.0 (170)
6/22-7/21	37.5 (69)	30.4 (56)	32.1 (59)	-	(22)	100.0 (206)
7/22-8/21	65.4 (134)	22.4 (46)	12.2 (25)	-	(21)	100.0 (226)
8/22-9/21	11.0 (19)	28.3 (49)	60.7 (105)	-	(18)	100.0 (191)
9/22-10/21	50.8 (234)	23.6 (109)	25.4 (117)	0.2% (1)	(17)	100.0 (478)
10/22-11/21	58.3 (377)	32.1 (208)	9.6 (62)	-	(26)	100.0 (673)
11/22-12/21	55.6 (279)	29.5 (148)	14.7 (74)	0.2 (1)	(53)	100.0 (555)
12/22-1/21	39.0 (82)	37.6 (79)	22.9 (48)	0.5 (1)	(58)	100.0 (268)
1/22-2/21	36.7 (119)	47.0 (152)	16.4 (53)	-	(88)	100.1 (412)
2/22-3/21	67.8 (308)	27.8 (126)	4.4 (20)	-	(118)	100.0 (572)
3/22-3/31	42.3 (44)	40.4 (42)	17.3 (18)	-	(7)	100.0 (111)
All Periods Combined	49.1% (2,117)	32.4% (1,396)	18.5% (796)	- (3)	(606)	100.0% (4,918)

USE OF REQUESTED MATERIAL

The FACTS postcard questionnaire asked the recipient of material to indicate how he intended to use the material he had received --for business or professional activities, academic course work, independent research or other purposes. The tabulation of this data by patron status is shown in Table 12 on the following page.

Because a patron could cite more than one intended use for the material, the number of responses in the four categories of use, plus the "no" answers, do not add to the totals given in the table. For example, a patron might have checked both independent research and academic course work on the same card. In these cases, both of these responses were counted separately although the total number of returned postcards remained the same.

The data presented in this table show that almost half (49%) of the material received was intended for use in academic course work, 37% were for independent research, 17% for business or professional activities and 4% were for other purposes. As might be expected, students made the most requests for material for academic course work, faculty members submitted the greatest number of requests for independent research, and "other" patrons accounted for the greatest number of requests for business and professional activities.

SUBJECT MATERIAL OF FACTS REQUESTS

Subject codes were to be assigned to each request by the originating library when the NYSILL program began in late March. Through these codes, which were taken from a list of subject codes provided by the State Library, the subject matter of the request could be identified.[17] However, many of the requests received at the State Library after March did not include a subject code. In some cases the requests were uncoded because the 55 categories were not all-inclusive and the subject area could not be classified. Consequently, in September, originating libraries were asked to supply the Dewey number for each FACTS request instead of the subject code since the Dewey decimal system provides complete subject coverage.

In the analysis of the subject material of FACTS requests shown in Table 13 the subject codes and Dewey decimal numbers have been grouped into 12 categories as follows: social sciences, education, science and mathematics, medicine, psychology, engineering and technology, fine arts, history, English language and literature, philosophy and religion, foreign languages and literature, and other.

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[17] In the case of NYSILL requests, this code also identified which referral center the request should be sent to when it could not be filled by the State Library.

Table 12

USE OF TRANSMITTED MATERIAL BY PATRON STATUS OF USER

Use of Material	Student	Faculty	Other	No Record	All Patrons
Academic Course Work	78.5% (325)	17.1% (36)	15.9% (23)	(19)	49.2% (403)
Independent Research	26.1 (108)	62.6 (132)	29.7 (43)	(20)	37.0 (303)
Business or Professional Activities	1.2 (5)	20.9 (44)	53.8 (78)	(12)	17.0 (139)
Other	2.7 (11)	6.2 (13)	7.6 (11)	(1)	4.4 (36)
No Answer	(11)	(5)	(15)	(1)	(32)
Total*	108.5% (425)	106.8% (216)	107.0% (160)	(50)	107.6% (847)

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*Total of percentages exceed 100% due to multiple responses (a single request may have more than one use).

Table 13

SUBJECT MATERIAL OF FACTS REQUESTS*

Period	Social Sciences	Education	Science and Mathematics	Medicine	Psychology	Engineering and Technology	Fine Arts	History	English Language and Literature	Philosophy and Religion	Foreign Languages and Literature	Other	No Answer	Total
3/22-4/21	10.0% (35)	3.2% (11)	8.9% (31)	6.6% (23)	12.9% (45)	3.7% (13)	4.0% (14)	8.0% (28)	4.3% (15)	0.9% (3)	- -	2.3% (8)	35.2% (123)	100.0% (349)
4/22-5/21	4.8 (18)	4.8 (18)	6.1 (23)	4.8 (18)	14.8 (56)	3.2 (12)	4.8 (18)	2.4 (9)	2.6 (10)	2.6 (10)	0.5% (2)	0.8 (3)	47.9 (181)	100.1 (378)
5/22-6/21	5.9 (10)	11.8 (20)	9.4 (16)	- -	8.8 (15)	4.1 (7)	1.2 (2)	8.2 (14)	6.5 (11)	1.2 (2)	0.6 (1)	1.2 (2)	41.2 (70)	100.1 (170)
6/22-7/21	21.4 (44)	2.9 (6)	8.7 (18)	3.4 (7)	10.2 (21)	2.9 (6)	3.9 (8)	3.4 (7)	2.9 (6)	1.9 (4)	0.5 (1)	1.0 (2)	36.9 (76)	100.0 (206)
7/22-8/21	25.2 (57)	1.8 (4)	19.9 (45)	3.5 (8)	7.1 (16)	2.2 (5)	- -	2.7 (6)	- -	0.4 (1)	0.4 (1)	- -	36.7 (83)	99.9 (226)
8/22-9/21	9.9 (19)	0.5 (1)	24.1 (46)	3.1 (6)	3.7 (7)	6.3 (12)	1.0 (2)	1.6 (3)	1.6 (3)	0.5 (1)	1.0 (2)	1.0 (2)	45.5 (87)	99.8 (191)
9/22-10/21	16.5 (79)	5.9 (28)	8.6 (41)	5.9 (28)	6.1 (29)	11.1 (53)	5.6 (27)	2.3 (11)	0.8 (4)	1.3 (6)	0.6 (3)	1.5 (7)	33.9 (162)	100.1 (478)
10/22-11/21	5.8 (39)	6.8 (46)	4.2 (28)	4.5 (30)	4.8 (32)	2.1 (14)	1.5 (10)	1.9 (13)	1.6 (11)	1.6 (1)	5.6 (38)	7.6 (51)	52.0 (360)	100.0 (673)
11/22-12/21	7.6 (42)	9.0 (50)	7.0 (39)	7.0 (39)	2.7 (15)	7.6 (42)	6.3 (35)	3.8 (21)	4.1 (23)	2.3 (13)	1.4 (8)	10.5 (58)	30.6 (170)	99.9 (555)
12/22-1/21	7.8 (21)	16.8 (45)	10.1 (27)	9.7 (26)	1.9 (5)	5.2 (14)	6.0 (16)	1.5 (4)	1.5 (4)	2.2 (6)	0.7 (2)	8.6 (23)	28.0 (75)	100.0 (268)
1/22-2/21	10.0 (41)	13.3 (55)	6.3 (26)	10.0 (41)	3.2 (13)	4.9 (20)	1.0 (4)	1.9 (8)	1.2 (5)	2.4 (10)	1.0 (4)	8.3 (34)	36.6 (151)	100.1 (412)
2/22-3/21	5.4 (31)	19.2 (110)	5.6 (32)	13.6 (78)	3.1 (18)	6.3 (36)	1.2 (7)	1.2 (7)	2.3 (13)	1.7 (10)	0.7 (4)	10.1 (58)	29.4 (168)	99.8 (572)
3/22-3/31	10.8 (12)	21.6 (24)	8.1 (9)	9.9 (11)	6.3 (7)	9.0 (10)	1.8 (2)	0.9 (1)	0.9 (1)	0.9 (1)	- -	7.2 (8)	22.5 (25)	99.9 (111)
All Periods Combined	9.8% (448)	9.1% (418)	8.3% (381)	6.9% (315)	6.1% (279)	5.3% (244)	3.2% (145)	2.9% (132)	2.3% (106)	1.5% (68)	1.4% (66)	5.6% (256)	37.7% (1,731)	100.1% (4,589)

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* NOTE: The subjects included in the twelve subject categories are as follows:

SOCIAL SCIENCES - Geography, Economics, Transportation, Sociology, Africa, Middle East, Slavic, Japan, China, Anthropology and Biology, Political Science, Southeast Asia, India/Pakistan, Public Service, Social Welfare, Social Science, Customs and Folklore.

SCIENCE AND MATHEMATICS - Astronomy, Geology, Mathematics, Physics, Chemistry, Zoology, Botany, Agriculture, Paleontology, Pure Science, Earth Science

PSYCHOLOGY - Psychology.

EDUCATION - Education.

ENGINEERING AND TECHNOLOGY - Engineering, Technology, Technical Reports, Business, Chemical Technology.

MEDICINE - Medicine.

HISTORY - French History, German History, English History, Italian History, Spanish History, Scandinavian History, Netherlands History, United States History, Canadian History, Latin American History, Classical History, Ancient History, African History, North American History, European History.

FINE ARTS - Music, Fine Arts, Recreation, Architecture, Drawing and Decorative Art.

ENGLISH LANGUAGE AND LITERATURE - American Literature, English Literature, English and Old English.

FOREIGN LANGUAGES AND LITERATURE - Modern European Languages, Spanish Literature, Classics, French Literature, Italian Literature, German Literature.

PHILOSOPHY AND RELIGION - Religion, Philosophy, Christian Churches and Sects, Ethics, Bible.

OTHER - Patents, Journalism, Foreign Law, Anglo/American Law, Bibliography, General Periodicals, Library Science, General Societies.

None of the requests from the first time period were coded since this did not become part of the program until the beginning of the second time interval on March 22, 1967. Of the 4,589 requests received after the first time period only 62% had either a subject code or a Dewey decimal number assigned to them. Although gaps in the State Library's list of subject codes were claimed to be partly responsible for the high proportion of "no answers," there were slightly more "no answers" in the three periods following the institution of the use of the Dewey system than in the previous six time intervals (45% vs. 41%). However, in the final four periods of the program the proportion of "no answers" dropped to 30%. Throughout the 14 months of the project from 10% to 50% of the requests were uncoded for subject matter.

Table 13 also shows the data on the subject material of FACTS requests. In each time period the number of requests that were actually coded for each of the 12 subject categories and the number of "no answers" have been shown as a percentage of all requests. It has not been assumed that the uncoded requests were distributed in the same pattern as the coded ones since, in six of the 14 time periods, at least some of the "no answers" could represent subject areas that were missing from the State Library's list.

The proportion of FACTS requests in each of the subject categories varied quite considerably from one time period to the next. For the 14 time periods as a whole the three subject classifications with the greatest number of FACTS requests were: social sciences (9%), education (9%), and science and mathematics (8%). In the last four time periods there was a great increase in the number of requests for material in education. The increase in requests for articles in medicine over the same period may have partly been stimulated by the addition of The New York Academy of Medicine to the network in January. Requests for material in psychology fell off somewhat as the program progressed while those for history fell off considerably.

Chapter IV

WHAT HAPPENED TO FACTS REQUESTS

This chapter discusses how many FACTS requests were filled and where they were filled; how many were referred and where they were referred; how many were unfilled and why they weren't filled. It also reviews the extent to which the amount of facsimile equipment available was adequate for the volume of requests handled at each FACTS station.

STATUS OF REQUESTS AT THE STATE LIBRARY

The status of the 4,918 FACTS requests received and searched at the State Library is shown in Table 14. During the first nine time periods the proportion of requests filled at the State Library rose from a low of 50% in the first time period to a high of 67% in the sixth time interval and leveled off at about 62% in the last three time periods. In the next four periods the percentage filled seesaws with the lowest point of the whole program occurring in the twelfth time period. In the final time interval the proportion of requests filled again reached the previous high of 67%. The proportion of FACTS requests filled was not influenced by the variations in total volume of requests. Presumably this is the case because the majority of FACTS requests was for articles in periodicals.[18] It is the policy of the State Library not to loan periodicals, but to provide photocopies. Thus, fluctuations in the volume of periodical requests would not affect the availability of this material except for problems associated with reshelving.

Of the 2,036 requests that were not filled at the State Library about 65% were NIL and 20% were NOS. NIL (not in library) requests ranged from 15% to 41% of all requests in the individual time periods and did not appear to exhibit any pattern. On the other hand, the proportions of NOS (not on shelf) requests tended to follow the same pattern as the total volume of requests received--high in the spring and fall, and low in the summer and winter.

REFERRALS

Ninety percent (1,822 requests) of the 2,036 FACTS requests that were not filled at the State Library were referred to one or more

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[18] A study made of a sample of 320 FACTS requests indicated that an estimated 95% of all FACTS requests submitted between January 20 and November 30, 1967 were for articles from periodicals.

Table 14

STATUS OF FACTS REQUESTS AT THE STATE LIBRARY

Period	Filled at State Library	Not Filled at State Library							Total Requests
		NIL**	NOS**	WNS**	No Such Title	Cancelled	No Record	Total Not Filled	
1/20-3/21	50.0%	32.7%	9.4%	-	-	-	7.9%	50.0%	100.0%
	(159)	(104)	(30)	-	-	-	(25)	(159)	(318)*
3/22-4/21	56.2	28.1	10.0	-	-	-	5.7	43.8	100.0
	(196)	(98)	(35)	-	-	-	(20)	(153)	(349)
4/22-5/21	59.5	29.6	7.4	0.3%	-	0.5%	2.6	40.4	99.9
	(225)	(112)	(28)	(1)	-	(2)	(10)	(153)	(378)
5/22-6/21	52.4	40.6	4.1	-	1.2%	-	1.8	47.7	100.1
	(89)	(69)	(7)	-	(2)	-	(3)	(81)	(170)
6/22-7/21	62.1	28.6	6.3	-	-	-	2.9	37.8	99.9
	(128)	(59)	(13)	-	-	-	(6)	(78)	(206)
7/22-8/21	67.3	27.0	5.3	-	-	-	0.4	32.7	100.0
	(152)	(61)	(12)	-	-	-	(1)	(74)	(226)
8/22-9/21	62.3	29.8	5.8	-	-	1.6	0.5	37.7	100.0
	(119)	(57)	(11)	-	-	(3)	(1)	(72)	(191)
9/22-10/21	63.0	27.4	9.2	-	-	-	0.4	37.0	100.0
	(301)	(131)	(44)	-	-	-	(2)	(177)	(478)
10/22-11/21	62.3	18.9	16.8	-	-	0.1	1.9	37.7	100.0
	(419)	(127)	(113)	-	-	(1)	(13)	(254)	(673)
11/22-12/21	55.3	28.8	12.4	-	-	-	3.4	44.6	99.9
	(307)	(160)	(69)	-	-	-	(19)	(248)	(555)
12/22-1/21	60.8	29.5	7.1	-	-	-	2.6	39.2	100.0
	(163)	(79)	(19)	-	-	-	(7)	(105)	(268)
1/22-2/21	45.1	32.5	6.8	-	-	-	15.5	54.8	99.9
	(186)	(134)	(28)	-	-	-	(64)	(226)	(412)
2/22-3/21	61.5	22.9	5.8	0.2	-	-	9.6	38.5	100.0
	(352)	(131)	(33)	(1)	-	-	(55)	(220)	(572)
3/22-3/31	67.6	15.3	8.1	-	-	-	9.0	32.4	100.0
	(75)	(17)	(9)	-	-	-	(10)	(36)	(111)
All Periods Combined	58.5%	27.3%	9.2%	-	-	0.1%	4.8%	41.4%	99.9%
	(2,871)	(1,339)	(451)	(2)	(2)	(6)	(236)	(2,036)	(4,907)*

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* The data sheets for 11 additional requests from the first time period do not indicate whether they were filled at the State Library or a FACTS referral station.

** NOTE: NIL - Not in library.
NOS - Not on shelf.
WNS - Will not send.

referral libraries in the network. By individual time periods the proportion of unfilled requests that were referred ranged from 99% in the fourth time period to 72% in the final time interval. The last four periods found significantly less items being referred--even in the twelfth time period where the State Library met its least success in filling requests. This perhaps indicates that the State Library utilized more discrimination in selecting those items to be referred and presumably immediately weeded out requests that were not available in the network.

As shown in Table 15, 79% of the 1,822 requests were referred only once, 17% were referred twice, 3% were referred three times and 1% were referred four times.

Table 16[19] presents the percentage of requests that were filled after being referred once, twice, three times or four times beyond the State Library. FACTS requests were filled after one, two or three referrals; however, none of the 25 requests referred four times were filled. By individual time periods there seems to be no pattern in the proportion of requests filled.

The number of FACTS requests received at different referral libraries is shown in Table 17.[20] The library receiving the greatest number of referrals was The New York Public Library Research Libraries with 968 (42%). During the 14 months of the program this library received the greatest number of requests for all but three of the time intervals. The highest proportion of requests sent to The New York Public Library Research Libraries was in the first time period (54%) which was to be expected since this station and the State Library operated alone for the first three weeks of the program. For the three time periods from 7/22-10/21, The New York Public Library Research Libraries received the second highest number of referrals, while Cornell University received the most.

Cornell University received 31% of the FACTS referrals during the program. Together Cornell and The New York Public Library Research

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[19] In computing this table, the number of requests filled at each stage of the referral process was compared with all requests that reached each stage, which includes requests that were also referred beyond it. For example: the number of requests filled at the first referral site in the first time period must be compared with the 114 requests referred only once, plus the 21 requests referred twice, the five requests referred three times and the seven requests referred four times--a total of 147 requests.

[20] Here again, one request may be counted as many as four times, as in the case where a request was referred to four different libraries. The 1,831 requests that were referred once, twice, three times or four times amounted to a total of 2,332 referrals.

Table 15

NUMBER OF REFERRALS FOR 1,831 FACTS REQUESTS REFERRED BEYOND THE STATE LIBRARY

Period	One Referral	Two Referrals	Three Referrals	Four Referrals	Total Requests Referred
1/20-3/21	77.6% (114)	14.3% (21)[a]	3.4% (5)	4.8% (7)	100.1% (147)
3/22-4/21	68.3 (99)	23.4 (34)[b]	4.8 (7)	3.4 (5)	99.9 (145)
4/22-5/21	63.9 (94)	21.1 (31)	8.8 (13)	6.1 (9)	99.9 (147)
5/22-6/21	72.5 (58)	18.8 (15)	6.2 (5)	2.5 (2)	100.0 (80)
6/22-7/21	69.3 (52)	22.7 (17)	6.7 (5)	1.3 (1)	100.0 (75)
7/22-8/21	81.9 (59)	12.5 (9)	5.6 (4)	-	100.0 (72)
8/22-9/21	79.1 (51)	18.8 (12)	1.6 (1)	-	100.0 (64)
9/22-10/21	77.7 (129)	21.1 (35)	1.2 (2)	-	100.0 (166)
10/22-11/21	85.6 (202)	11.9 (28)[a]	2.5 (6)	-	100.0 (236)
11/22-12/21	82.6 (180)	14.2 (31)[c]	2.8 (6)	0.5 (1)	100.1 (218)
12/22-1/21	82.1 (69)	17.9 (15)[a]	-	-	99.9 (84)
1/22-2/21	82.4 (155)	16.0 (30)[c]	1.6 (3)[d]	-	100.0 (188)
2/22-3/21	84.2 (154)	14.2 (26)[a]	1.6 (3)	-	100.0 (183)
3/22-3/31	92.3 (24)	7.7 (2)	-	-	100.0 (26)
All Periods Combined	78.6% (1,440)	16.7% (306)	3.3% (60)	1.4% (25)	100.0% (1,831)

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[a] Includes 2 requests filled by the State Library after one referral.

[b] Includes 1 request filled by the State Library after one referral.

[c] Includes 3 requests filled by the State Library after one referral.

[d] Includes 1 request filled by the State Library after two referrals.

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Cornell University received 31% of the FACTS referrals during the program. Together Cornell and The New York Public Library Research

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5/22-6/21	72.5 (58)	18.8 (15)	6.2 (5)	2.5 (2)	100.0 (80)
6/22-7/21	69.3 (52)	22.7 (17)	6.7 (5)	1.3 (1)	100.0 (75)
7/22-8/21	81.9 (59)	12.5 (9)	5.6 (4)	-	100.0 (72)
8/22-9/21	79.1 (51)	18.8 (12)	1.6 (1)	-	100.0 (64)
9/22-10/21	77.7 (129)	21.1 (35)	1.2 (2)	-	100.0 (166)
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[a] Includes 2 requests filled by the State Library after one referral.

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[c] Includes 3 requests filled by the State Library after one referral.

[d] Includes 1 request filled by the State Library after two referrals.

Table 16

PERCENTAGE OF REQUESTS FILLED AT EACH STAGE OF REFERRAL

Period	First Referral	Second Referral	Third Referral	Fourth Referral	All Referrals
1/20-3/21	63.3%	54.5%	8.3%	-	56.3%
3/22-4/21	63.4	67.4	41.7	-	61.5
4/22-5/21	57.1	50.9	36.4	-	51.5
5/22-6/21	71.2	50.0	71.4	-	65.8
6/22-7/21	58.7	39.1	-	-	50.5
7/22-8/21	70.8	23.1	-	-	60.7
8/22-9/21	51.6	23.1	100.0	-	47.4
9/22-10/21	55.4	51.4	-	-	54.1
10/22-11/21	65.7	29.4	50.0	-	60.9
11/22-12/21	73.4	46.1	-	-	67.4
12/22-1/21	73.8	73.3	-	-	73.7
1/22-2/21	63.8	51.5	66.6	-	62.1
2/22-3/21	56.8	44.8	-	-	54.4
3/22-3/31	73.1	100.0	-	-	75.0
All Periods Combined	63.7%	49.1%	29.4%	-	59.3%

Table 17

NUMBER OF FACTS REQUESTS RECEIVED AT DIFFERENT REFERRAL LIBRARIES

Period	The New York Public Library Research Libraries	Cornell University	Buffalo and Erie County Public Library	Columbia University	The New York Academy of Medicine	Teachers College	Monroe County Library System	Engineering Societies Library	The New York State Library	Brooklyn Public Library	The Metropolitan Museum of Art	Union Theological Seminary	New York University	No Name for Referral Site	Total
1/20-3/21	53.8% (107)	26.6% (53)	11.1% (22)	- -	0.5% (1)	- -	5.5% (11)	- -	1.0% (2)	- -	- -	- -	- -	1.5% (3)	100.0% (199)
3/22-4/21	42.3 (88)	26.0 (54)	18.7 (39)	1.9% (4)	2.9 (6)	0.5% (1)	4.8 (10)	- -	0.5 (1)	1.0% (2)	0.5% (1)	0.5% (1)	- -	0.5 (1)	100.1 (208)
4/22-5/21	44.6 (103)	30.7 (71)	18.6 (43)	0.4 (1)	0.9 (2)	- -	4.8 (11)	- -	- -	- -	- -	- -	- -	- -	100.0 (231)
5/22-6/21	42.3 (47)	35.1 (39)	8.1 (9)	3.6 (4)	1.8 (2)	0.9 (1)	2.7 (3)	3.6% (4)	- -	1.8 (2)	- -	- -	- -	- -	99.9 (111)
6/22-7/21	41.0 (43)	33.3 (35)	6.7 (7)	7.6 (8)	1.0 (1)	2.9 (3)	2.9 (3)	1.9 (2)	- -	1.0 (1)	- -	- -	1.9%* (2)	- -	100.2 (105)
7/22-8/21	23.6 (21)	60.7 (54)	2.2 (2)	10.1 (9)	- -	- -	- -	3.4 (3)	- -	- -	- -	- -	- -	- -	100.0 (89)
8/22-9/21	25.6 (20)	43.6 (34)	9.0 (7)	7.7 (6)	1.3 (1)	- -	- -	5.1 (4)	- -	1.3 (1)	3.8 (3)	2.6 (2)	- -	- -	100.0 (78)
9/22-10/21	32.7 (67)	36.1 (74)	0.5 (1)	12.2 (25)	6.3 (13)	5.9 (12)	- -	5.4 (11)	- -	- -	0.5 (1)	- -	0.5 (1)	- -	100.1 (205)
10/22-11/21	44.6 (123)	33.3 (92)	7.2 (20)	6.5 (18)	2.2 (6)	3.3 (9)	- -	1.1 (3)	0.7 (2)	- -	0.4 (1)	0.7 (2)	- -	- -	100.1 (276)
11/22-12/21	49.0 (130)	25.1 (66)	7.2 (19)	11.8 (31)	1.5 (4)	1.5 (4)	0.4 (1)	0.8 (2)	1.1 (3)	0.4 (1)	0.8 (2)	- -	0.4 (1)	- -	100.0 (264)
12/22-1/21	36.4 (36)	23.3 (23)	6.1 (6)	17.2 (17)	9.1 (9)	4.0 (4)	2.0 (2)	- -	2.0 (2)	- -	- -	- -	- -	- -	100.1 (99)
1/22-2/21	40.2 (90)	24.1 (54)	1.9 (4)	14.3 (32)	12.1 (27)	4.9 (11)	- -	- -	1.9 (4)	0.9 (2)	- -	- -	- -	- -	100.3 (224)
2/22-3/21	39.1 (84)	30.7 (66)	0.5 (1)	7.9 (17)	16.7 (36)	3.3 (7)	- -	0.5 (1)	0.9 (2)	0.5 (1)	- -	- -	- -	- -	100.1 (215)
3/22-3/31	32.1 (9)	25.0 (7)	3.6 (1)	14.3 (4)	17.9 (5)	7.1 (2)	- -	- -	- -	- -	- -	- -	- -	- -	100.0 (28)
All Periods Combined	41.5% (968)	31.0% (722)	7.8% (181)	7.6% (176)	4.8% (113)	2.3% (54)	1.8% (41)	1.3% (30)	0.7% (16)	0.4% (10)	0.3% (8)	0.2% (5)	0.2% (4)	0.2% (4)	100.1% (2,332)

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* New York University was not added to the NYSILL pilot program until September 21, 1967. These two requests, received in the 6/22-7/21 period, were referred to New York University on October 31.

Libraries received from 57% to 84% of the referrals made in each time period.

The four remaining FACTS referral stations--Buffalo and Erie County Public Library, Columbia University, The New York Academy of Medicine and Monroe County Library System--received 8%, 8%, 5% and 2% of the referrals, respectively. It should be noted Columbia was not added to the network until June 1967 and The New York Academy of Medicine was not operational until January 1968, while the other two sending stations began operating in February 1967. The substantial increase in requests referred to The New York Academy of Medicine during the last three periods is presumably due to the installation of sending equipment.

As seen in Table 17, requests were also referred to Teachers College, Engineering Societies Library, Brooklyn Public Library, The Metropolitan Museum of Art, Union Theological Seminary and New York University, all of which are contracting libraries in the NYSILL program. These referrals are included since they were for FACTS requests that were either previously or subsequently referred to one or more FACTS stations. None of these requests were filled except for one at The New York Academy of Medicine and two at Columbia University which were received before either of these libraries became sending stations. They are included in this report because it was noted on the data sheets that the material had been transmitted "via NYPL." The number of requests referred to Teachers College in the last five time intervals equalled the number received in the first nine periods. This corresponds to the increase in requests for material in education noted in Chapter III.

In addition, The New York State Library is included as a referral site. These are requests where the first status recorded at the State Library was NIL or NOS and they were referred to another library. When the referral site was unable to fill them they were again searched at the State Library and filled there.

In Table 18 the status of the 2,332 referred requests at the various referral libraries is shown. Cornell filled 76% of all requests referred, The New York Public Library Research Libraries filled 65%, Columbia University filled 47%, The New York Academy of Medicine filled 43%, Buffalo and Erie County Public Library filled 29% and Monroe County Library System filled 2%.

The six FACTS sending stations filled 1,354[21] of the 2,332 referred requests. Of these 46% were filled by The New York Public Library Research Libraries, 40% by Cornell, 6% by Columbia, 4% by Buffalo and Erie, and 3% by The New York Academy of Medicine.[22]

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[21] Only those requests filled by The New York Academy of Medicine after it became a sending station are included.

[22] Monroe County filled less than one-half of 1%.

Table 18

STATUS OF FACTS REQUESTS AT REFERRAL LIBRARIES*

Referral Libraries	Filled	Not Filled							Total
		NIL**	NOS**	WNS**	Cancelled	More Information Needed	No Record	Total Not Filled	
Brooklyn Public Library	- -	80.0% (8)	20.0% (2)	- -	- -	- -	- -	100.0% (10)	100.0% (10)
Buffalo and Erie County Public Library	28.7% (52)	59.7 (108)	4.4 (8)	- -	- -	- -	7.2% (13)	71.3 (129)	100.0 (181)
Columbia University	46.6 (82)	20.5 (36)	11.9 (21)	5.7% (10)	0.6% (1)	- -	14.6 (26)	53.3 (94)	99.9 (176)
Cornell University	75.9 (548)	15.0 (108)	2.4 (17)	1.0 (7)	0.4 (3)	0.4% (3)	5.0 (36)	24.2 (174)	100.1 (722)
Engineering Societies Library	- -	70.0 (21)	20.0 (6)	- -	- -	- -	10.0 (3)	100.0 (30)	100.0 (30)
Monroe County Library System	2.4 (1)	95.1 (39)	- -	- -	- -	- -	2.4 (1)	97.5 (40)	99.9 (41)
New York University	- -	100.0 (4)	- -	- -	- -	- -	- -	100.0 (4)	100.0 (4)
Teachers College	16.7 (9)	57.4 (31)	9.3 (5)	13.0 (7)	- -	- -	3.7 (2)	83.4 (45)	100.1 (54)
The Metropolitan Museum of Art	- -	50.0 (4)	- -	25.0 (2)	- -	- -	25.0 (2)	100.0 (8)	100.0 (8)
The New York Academy of Medicine	42.5 (48)	44.2 (50)	7.1 (8)	2.7 (3)	- -	- -	3.5 (4)	57.5 (65)	100.0 (113)
The New York Public Library Research Libraries	64.5 (624)	24.5 (237)	2.8 (27)	5.7 (55)	0.2 (2)	- -	2.4 (23)	35.6 (343)	100.1 (968)
The New York State Library	100.0 (16)	- -	- -	- -	- -	- -	- -	- -	100.0 (16)
Union Theological Seminary	- -	80.0 (4)	- -	- -	- -	- -	20.0 (1)	100.0 (5)	100.0 (5)
No Name for Referral Site	75.0 (3)	- -	25.0 (1)	- -	- -	- -	- -	25.0 (1)	100.0 (4)
All Referral Libraries	59.3% (1,383)	27.9% (650)	4.1% (95)	3.6% (84)	0.3% (6)	0.1% (3)	4.8% (111)	40.8% (948)	100.1% (2,332)

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* In this table, the number of requests not filled at the different referral libraries totals 948. However, since some of these requests were then referred to other libraries and filled there, the total number of requests ultimately unfilled during the fourteen-month monitoring period amounted to only 651.

** NOTE:
NIL - Not in library.
NOS - Not on shelf.
WNS - Will not send.

The number of requests being sent to each FACTS station as a first, second, third, or fourth referral are identified in Table 19. While Table 18 showed that Monroe County Library System filled only one of the 41 requests referred to it, this table shows that almost half of the referrals sent to this FACTS station had already been referred to three other libraries. On the other hand, The New York Public Library Research Libraries received the greatest number of first referrals (833) and also filled the greatest number of referrals.

NUMBER OF REQUESTS FILLED IN NETWORK

Eighty-seven percent (4,265 requests) of the 4,918 requests analyzed for this report were filled. Table 20 combines information from previous tables and shows the number of requests filled at the State Library or one of the referral sites for each time period. The proportion of FACTS requests filled ranged from 95% in the fourth time period to 79% in the twelfth time interval. Three-quarters or more of all requests received in each time period were filled at the State Library and the first referral site together.

UNFILLED FACTS REQUESTS

Of the total of 4,918 FACTS requests initiated during the program 13% (653 requests) were not filled. These were items that were not available in the network or cancelled as shown in Table 21. Some requests were cancelled by the State Library because of unusual delay in getting them filled. In addition, a substantial number (41%) in the last five time periods had it noted on the data sheet that they were cancelled because of incorrect or insufficient citations.

RECEIPT OF FILLED FACTS REQUESTS AT RECEPTION SITES

When requests were relayed to the State Library by transmission sites that were also FACTS stations, the facsimile copy was sent to the same station that had transmitted the request. In the case of requests that were transmitted to the State Library from libraries without FACTS receiving equipment, copy was received at a FACTS station as follows: Nioga's requests at Buffalo and Erie County, Clarkson's requests at Potsdam, Ramapo Catskill's at Mid-Hudson, Brookhaven's at Suffolk, Union's at the State Library and Teachers College's at Columbia.[23]

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[23] No reception site was given on the data sheets for requests transmitted from North Country Library System, Columbia University Medical Library, SUNY at Buffalo, Engineering Societies Library, Brooklyn Public Library or Queens College Library. However, these six libraries accounted for a total of only 33 requests received at the State Library during the program.

Table 19

FACTS STATIONS AS STAGES IN THE REFERRAL PROCESS

FACTS Stations	First Referral	Second Referral	Third Referral	Fourth Referral	Total
Buffalo and Erie County Public Library	58.0% (105)	33.7% (61)	7.2% (13)	1.0% (2)	99.9% (181)
Columbia University	75.6 (133)	18.2 (32)	6.3 (11)	-	100.1 (176)
Cornell University	78.8 (569)	15.9 (115)	5.0 (36)	0.3 (2)	100.0 (722)
Monroe County Library System	36.6 (15)	4.9 (2)	14.6 (6)	43.9 (18)	100.0 (41)
The New York Public Library Research Libraries	86.0 (833)	12.8 (124)	1.0 (10)	0.1 (1)	99.9 (968)
The New York Academy of Medicine*	86.1 (68)	10.1 (8)	3.8 (3)	-	100.0 (79)

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*Only those requests received after teletype transmitting equipment was installed on January 19, 1968 are included.

Table 20

NUMBER OF REQUESTS FILLED AT EACH STAGE IN FACTS NETWORK AS PERCENT OF ALL FACTS REQUESTS FOR EACH TIME PERIOD

		Number of Requests Filled					
Period	Total Requests	At State Library	At 1st Referral Site	At 2nd Referral Site	At 3rd Referral Site	Not Known Where Filled*	Total Filled
1/20-3/21	329	48.3% (159)	28.3% (93)	5.5% (18)	0.3% (1)	3.3% (11)	85.7% (282)
3/22-4/21	349	56.2 (196)	26.4 (92)	8.9 (31)	1.4 (5)	- -	92.8 (324)
4/22-5/21	378	59.5 (225)	22.2 (84)	7.1 (27)	2.1 (8)	- -	91.0 (344)
5/22-6/21	170	52.4 (89)	33.5 (57)	6.5 (11)	2.9 (5)	- -	95.3 (162)
6/22-7/21	206	62.1 (128)	21.4 (44)	4.4 (9)	- -	- -	87.9 (181)
7/22-8/21	226	67.3 (152)	22.6 (51)	1.3 (3)	- -	- -	91.2 (206)
8/22-9/21	191	62.3 (119)	17.3 (33)	1.6 (3)	0.5 (1)	- -	81.7 (156)
9/22-10/21	478	63.0 (301)	19.2 (92)	4.0 (19)	- -	- -	86.2 (412)
10/22-11/21	673	62.3 (419)	23.0 (155)	1.5 (10)	0.4 (3)	- -	87.2 (587)
11/22-12/21	555	55.3 (307)	28.8 (160)	3.2 (18)	- -	- -	87.3 (485)
12/22-1/21	268	60.8 (163)	23.1 (62)	4.1 (11)	- -	- -	88.0 (236)
1/22-2/21	412	45.1 (186)	29.1 (120)	4.1 (17)	0.5 (2)	- -	78.8 (325)
2/22-3/21	572	61.5 (352)	18.2 (104)	2.3 (13)	- -	- -	82.0 (469)
3/22-3/31	111	67.6 (75)	17.1 (19)	1.8 (2)	- -	- -	86.5 (96)
All Periods Combined	4,918	58.4% (2,871)	23.7% (1,166)	3.9% (192)	0.5% (25)	0.2% (11)	86.7% (4,265)

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* The data sheets for these 11 requests do not indicate whether they were filled at the State Library or a FACTS referral station.

Table 21

REASONS FACTS REQUESTS WERE NOT FILLED

Period	Not Available in Network	Cancelled	Total
1/20-3/21	91.5% (43)	8.5% (4)	100.0% (47)
3/22-4/21	52.0 (13)	48.0 (12)	100.0 (25)
4/22-5/21	50.0 (17)	50.0 (17)	100.0 (34)
5/22-6/21	87.5 (7)	12.5 (1)	100.0 (8)
6/22-7/21	64.0 (16)	36.0 (9)	100.0 (25)
7/22-8/21	70.0 (14)	30.0 (6)	100.0 (20)
8/22-9/21	62.9 (22)	37.1 (13)	100.0 (35)
9/22-10/21	50.0 (33)	50.0 (33)	100.0 (66)
10/22-11/21	47.7 (41)	52.3 (45)	100.0 (86)
11/22-12/21	44.9 (31)	55.1 (38)*	100.0 (69)
12/22-1/21	59.4 (19)	40.6 (13)*	100.0 (32)
1/22-2/21	60.9 (53)	39.1 (34)*	100.0 (87)
2/22-3/21	61.2 (63)	38.8 (40)*	100.0 (103)
3/22-3/31	56.3 (9)	43.8 (7)*	100.1 (16)
All Periods Combined	58.3 (381)	41.7 (272)	100.0 (653)

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* Of the 132 requests cancelled in these time periods, it was noted on 54 data sheets that they were cancelled because of incorrect or insufficient citations.

Using this information on reception sites, and assuming that all FACTS requests from the different transmission sites were filled, a hypothetical average number of filled requests received daily at each FACTS station for requests from each time period can be computed. The greatest number for this calculation in each time period is as follows:

1/20 - 3/21	5.8 requests	(Potsdam)
3/22 - 4/21	6.7 requests	(Potsdam)
4/22 - 5/21	5.0 requests	(Potsdam)
5/22 - 6/21	2.3 requests	(Mid-Hudson)
6/22 - 7/21	3.3 requests	(Mid-Hudson)
7/22 - 8/21	6.0 requests	(Potsdam)
8/22 - 9/21	3.0 requests	(Mid-Hudson)
9/22 - 10/21	7.4 requests	(Mid-Hudson)
10/22 - 11/21	7.9 requests	(Buffalo and Erie County)
11/22 - 12/21	6.8 requests	(Potsdam)
12/22 - 1/21	4.5 requests	(Mid-Hudson)
1/22 - 2/21	7.7 requests	(Mid-Hudson)
2/22 - 3/21	10.8 requests	(Mid-Hudson)
3/22 - 3/31	12.2 requests	(Mid-Hudson)

The heaviest volume of filled requests transmitted to any station would have been at Mid-Hudson during the final time period (3/22-3/30). If 100% of the requests were filled, Mid-Hudson would have received 12.2 requests per day during the six days of this time interval. At an estimated average of one hour to receive each request and 16 hours each day available for receiving (two receiving machines each operating for eight hours), the equipment should have easily handled this amount of copy.

The transmission of FACTS requests to the stations is, of course, not necessarily spread out evenly over time as the use of an average implies. In many cases, they are grouped together so the load to be transmitted would be considerably higher than the average. However, personnel at 13 of the 14 FACTS stations[24] other than the State Library reported that they did not need more FACTS equipment but that it was good to have two machines for those times when one was not working. During a period of high volume in the fall, one of the stations had some strain on machine use. The one station that felt in need of greater receiving capacity reported a preference for faster machines rather than more machines.

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[24] SUNY at Binghamton had one receiver; all other FACTS stations had at least two receivers during the program.

Five of the six FACTS stations with sending equipment reported that the number of machines they had was at all times adequate for the volume of requests they received. The sixth station, which had three sending devices, found that there were a few days when the volume of material to be transmitted was so great that it was decided to mail photocopy in order to give faster service.

Personnel from all of the FACTS stations other than the State Library were asked whether they thought that their library was the best location in the area for the receiving equipment. Ten of the 14 stations felt that, when considering the location of the equipment and not the volume of requests, their library was the best. They cited such reasons as being centrally located, having the use of the system delivery service to deliver facsimile copy to the originating libraries, having teletype equipment, being the strongest library in the area, having the largest library staff and, in the case of system headquarters, already serving as a clearinghouse for requests from the area. Two stations could not answer the question because there had been no demand for the service. The two remaining stations offered alternatives to their location. One, located near the State Library, felt that its requests could be received at the State Library and delivered to it; the other felt that an academic library in the area would be a more suitable location.

Chapter V

SUMMARY OF FINDINGS

The most essential findings on the facsimile transmission program from its inception on January 20, 1967 until its termination on March 31, 1968 can be summarized as follows:

F1. During the FACTS pilot project 4,918 requests were received at the State Library, an average of about 16 requests per working day.

F2. Fourteen of the 15 FACTS stations together accounted for more than 90% of the 4,918 requests. According to the State Library's records, the fifteenth station, The New York Academy of Medicine, which joined the network in mid-January 1968, did not initiate any requests during the program.

F3. More than half (55%) of the requests were transmitted to the State Library from just two transmission sites--Mid-Hudson Libraries and SUNY College at Potsdam.

F4. More than two-thirds (71%) of all requests were initiated at schools, with about half (49%) coming from graduate and undergraduate schools. In addition public libraries accounted for 23% of the requests and all other libraries for 6%.

F5. The academic transmission sites handled requests from schools almost exclusively, while public library systems that served as transmission sites tended to handle requests from all different types of originating libraries.

F6. The median and average elapsed times between patron request and receipt of material were computed for the first ten months of the program.[25] For the three time periods in the fall, this median elapsed time was about six working days. The changes in elapsed time from one period to another generally seemed to follow a pattern similar to that for the average daily number of FACTS requests received at the State Library--an increase in the spring, a decrease during the summer months, and another increase in the fall.

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[25] A dearth of postcards in succeeding time periods precluded the computation of elapsed times between patron request and receipt of material.

F7. The median and average elapsed times between receipt of a request at the State Library and transmission of the request from the filling library were computed for the last nine months of the program. The first eight time periods reflect generally the average daily number of FACTS requests--an increase in the fall, a decrease at the turn of the year and an increase in the spring. However, in the ninth time period the average (2.1 days) and the median (1.9 days) number of working days remained the same while the volume increased about 30%.

F8. Including the equipment contracts, teletype line and rental costs and participation grants, but not labor costs at the State Library, it cost about $49 to handle each of the 4,918 requests received at the State Library and $57 to fill each of the 4,265 requests that were filled.

F9. Ten of the 14 contracting FACTS stations reported that their participation grants were adequate to cover costs of clerical help and copying machine rentals. One station was not quite sure and three--one both a sending and receiving station and the other two only receiving stations--thought that the grants did not cover costs incurred by the program.

(Caution should be exercised in interpreting Findings F10 through F13. Only 75 additional postcards were received in the last four months of this study. Thus, these findings are based primarily on data received earlier.)

F10. The 847 postcards returned by patrons whose requests had been filled showed that 37% of the materials were received at the originating library by mail, 36% by facsimile transmission, 18% by system delivery or messenger and 3% by other means.

F11. Seventy percent of the respondents returning postcards who answered the question indicated that the FACTS service would be just as useful if it took two or three days longer to receive the material. The remaining 30% reported that a delay of this length would have rendered the material less useful.

F12. The most frequently cited suggestion on the postcard was for better copy (22% of the respondents). Nine percent felt that the service would be improved if it were faster.

F13. Postcards returned by patrons whose requests had been filled indicated that about 50% were for use in academic course work, 37% for independent research, 17% for business or professional activities and 4% for other purposes.

F14. Of the 4,918 requests received at the State Library, almost one half (49%) were made by students, a third (32%) by faculty and a fifth (19%) by "other" patrons.

F15. Only 62% of the requests were coded so that the subject material could be identified. From the available data the most frequently requested titles were in the areas of the social sciences, education, and science and mathematics.

F16. About three-fifths (59%) of the requests received during the ten-month period were filled at the State Library.

F17. Of those requests not filled at the State Library, 90% were referred to at least one referral library in the network. Of these, 79% were referred only once.

F18. One, two, or three referrals were successful in filling requests. However, none of the 25 requests that had been referred four times were filled.

F19. The New York Public Library Research Libraries received the greatest number of referrals (42%) while Cornell University received the second greatest number (31%). Two of the other four FACTS stations with sending capabilities--Buffalo and Erie County Public Library and Columbia University--each received 8% of the referred requests while The New York Academy of Medicine[26] received 5% and Monroe County Library System received 2%.

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[26] The New York Academy of Medicine did not have sending equipment until mid-January 1968.

F20. Among these referral libraries, Cornell University filled 76% of the requests referred to it, The New York Public Library Research Libraries filled 65%, Columbia University filled 47%, The New York Academy of Medicine filled 43%, Buffalo and Erie County Public Library filled 29% and Monroe County Library System filled 2%.[27]

F21. Of the 1,383 referred requests that were filled, The New York Public Library Research Libraries filled 45%, Cornell filled 40%, Columbia filled 6%, Buffalo and Erie filled 4%, while The New York Academy of Medicine filled 3%.

F22. Eighty-seven percent of the 4,918 FACTS requests were filled. The State Library and the first referral library together were successful in filling more than three-quarters of all requests in each time period except for the 1/22-2/21 interval (where 74% were filled). Of all requests filled, the State Library and the first referral site together satisfied 95%.

F23. Of the 4,265 requests that were filled, 95% were sent from three libraries--The New York State Library, The New York Public Library Research Libraries and Cornell University.

F24. Fifty-eight percent of the 653 FACTS requests that were not filled were not available in the network. The remaining 42% were cancelled by the patron, did not meet FACTS specifications (e.g., too large for the machine, too long, or couldn't be Xeroxed) or had insufficient or inaccurate bibliographic citations.

F25. Thirteen of the 14 FACTS stations other than the State Library reported that the number of machines they had was sufficient to handle the volume of copy received. Of the six FACTS referral stations that had sending equipment as well as receiving equipment, one that had three sending devices reported experiencing a few days of heavy volume when it was decided that faster service would result if photocopies were mailed out. The other sending stations felt that the number of machines they had was adequate at all times for the volume of work they handled.

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[27] However, it should be noted that almost half of the requests referred to Monroe County Library System had previously been referred to three other libraries.

F26. Ten of the 14 FACTS stations other than the State Library thought that their location was the best in the area for the receiving equipment. In the absence of demand for the service, an eleventh station could not make a judgment about the most appropriate location. Two other stations offered alternatives to their location. One, located near the State Library, felt that its requests could be received at the State Library and delivered to it; the other thought an academic library in the area would be a more suitable location. The fourteenth station, a major resource center, did not submit any requests and its use as a receiving station would always be very limited.

TECHNICAL EVALUATION[28]

The technical evaluation of the facsimile transmission equipment investigated the following areas: equipment reliability, transmission equipment reliability, ease of operation, amount of utilization, resolution of copy, materials not transmittible due to mechanical limitations, transmission speed adequacy, switching operations, TWX request efficiency, maintenance efficiency and supply levels. Data were collected by a performance log which was maintained at each FACTS station from November 10, 1967 to December 8, 1967.[29]

The conclusions of this evaluation were:

C1. The equipment of both manufacturers was deemed unacceptable when applied to the needs of libraries. The Alden equipment proved too unreliable mechanically for good and consistent service. The Stewart-Warner equipment proved reliable but faulty transmission of copy made it unsatisfactory.

C2. The reliability of the transmission lines provided by Western Union and the New York Telephone

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[28] This section has been prepared on the basis of the State Library's staff paper as submitted by Lynn Hard.

[29] Two of the 14 logs could not be used because of poor record-keeping procedures.

Company was acceptable although not completely free of mal-functioning.

C3. The Stewart-Warner equipment was found to be easier to operate although the personnel operating it were generally unaware of basic preventive maintenance procedures. The Alden equipment was judged too sophisticated for the operators employed in the FACTS program.

The automatic document loaders utilized on Stewart-Warner transmitters, which are designed to free personnel for other tasks, did not allow for unattended transmission. The acoustical silencing hoods for Stewart-Warner equipment proved generally useful. The handsets provided by Western Union to permit alternate voice communication between centers caused considerable difficulty.

C4. The transmitting machines were in use for only 6% of the actual time available for their use. Of this, 16% of the time utilized was of no value because the copy produced was illegible; at least 12.7% of this invalid transmission time was due to human error in operating the machines.

C5. As noted previously, personnel from every FACTS station criticized the resolution of the transmitted copy. Small print (6 point or less) could not be transmitted unless it was scanned at 160 lines to the inch or it was enlarged eight times by the Alden turret lens feature when it was received. The chief drawback to this latter procedure was that a normal sized piece of copy was enlarged right off the page. In addition, present copying machines do not produce copies with enough contrast for good transmittal via facsimile.

C6. Few materials could not be transmitted because of mechanical limitations. Probably these items were identified before they reached the transmittal stage of processing.

C7. Although the stations were significantly underutilized, the transmission speed of the facsimile equipment seemed adequate.

C8. The switching mechanism installed in Albany by the New York Telephone Company performed admirably.

C9. Although typing of TWX messages concerning FACTS requests needed to be improved, the use and efficiency of these machines were appropriate for this type of network.

C10. With one exception, the firms providing equipment for the FACTS program gave excellent service.

C11. Supplies for the facsimile equipment were purchased as part of the original contract and, due to underutilization of the network, a great portion was never used.

Chapter VI

TERMINATION OF THE FACTS PROGRAM

The report issued in February 1968 by Nelson Associates which recommended the termination of the FACTS program was based on data collected from January 20, 1967 through November 30, 1967. This report, which includes data through the end of the program on March 31, 1968, corroborates these earlier findings. There is no evidence warranting any substantial change in the conclusions which led to the termination of the program, namely:

1. The poor quality of facsimile copy limited the usefulness of the service;
2. The volume of requests did not indicate that use of the system in the immediate future would be heavy enough to reduce the costs to within reasonable limits;
3. Moreover, it appeared unlikely that the program as it was staffed, equipped and operated could handle the volume of requests necessary to reduce costs without incurring additional delays in service;
4. The pilot program did not substantiate the assumption that there is a great demand for extraordinarily fast interlibrary loan service (such as 24-48 hours);
5. In view of the alternative of special delivery or first-class mailed photocopy which is comparatively inexpensive, it seemed unwise to expend large sums of money to transmit a request at top speed to a FACTS receiving station when other stages of the network were not operating with nearly the same degree of efficiency; and
6. It appeared that the FACTS network served, at least in part, as a substitute to adequate local library collections.

Poor Quality of Facsimile Copy

The greatest cause of dissatisfaction with the FACTS program was the amount of unusable copy. Of the postcards returned by patrons who had received materials, 22% mentioned the need for better copy. In interviews, representatives of FACTS stations always commented on the large amount of illegible copy they had received. The referral library which filled the greatest number of requests estimated that one-quarter of its filled requests had to be re-filled with mailed photocopy because the facsimile copy was unsatisfactory.

Receipt of unreadable copy limited the usefulness of the service for many patrons who had actual experience with the program. It also cut down to some extent the number of potential users since several FACTS stations reported that they were hesitant about publicizing the program. Two libraries indicated that they had deliberately underplayed the service because of the poor quality of the copy and the slowness of the service. Three other stations publicized the program only slightly. Another did not know what, if any, publicity had been given to the program, while one station did not publicize it at all. Thus, almost half (seven of 15) of the libraries directly involved in the program were so dissatisfied with it that they did not encourage their patrons to use it.

The technical evaluation of the facsimile transmission equipment found that 16% of the time used in transmitting material produced illegible copy. Again, personnel from all of the FACTS stations commented on the poor resolution of the copy. Some limited their criticism to small print or the inadequacies of present reproducing machines (e.g., Xerox, Dennison, Bruning, and Smith-Corona-Marchand) in making copies with enough contrast for good transmission. Of course, the situation in the initial stages of the FACTS network requiring copy to be transmitted twice only compounded the problem of poor legibility.

Low Volume of Requests

During the 14 months of the FACTS program, 4,918 requests were received at the State Library, of which 4,265 were filled. With an estimated total cost of $241,033 (not including labor costs at the State Library) the cost per request handled was $49.01 while the cost per request filled was $56.61. Without judging whether the following costs per filled request are reasonable, double the volume of requests would have reduced the cost to about $28 per filled item while quadruple the volume would have brought the cost to about $14 per filled request. It was doubtful whether the approximately 8,500 or 17,000 requests necessary each year to decrease costs to these levels would be forthcoming.

Handling of Larger Volume of Requests

During the first ten months of the FACTS program, there was some indication that longer elapsed times between patron request and receipt of material occurred during those time periods when the volume was high. An analysis of the time lapse between receipt of the request at the State Library and transmission of the material from the filling library for the last nine months of the program indicates that some improvement in the length of time spent processing and filling a request has occurred. However, it is still highly questionable whether the program as staffed, operated and equipped could handle twice to four times the volume of requests (which would be necessary to reduce costs) and give service that would be significantly faster than mailed photocopy. In fact, the one station that experienced a few days of volume so heavy that the number of machines was inadequate used mailed photocopy to give faster service.

Demand for Rapid Service

Throughout the program, there did not seem to be much demand for an interlibrary loan service which retrieved the needed materials within 24 to 48 hours. Representatives from six of the 15 FACTS stations volunteered the information that they rarely had requests which needed such rapid servicing. Postcard returns from patrons whose requests had been filled indicated that in about 65% of the cases, the material would have been equally as useful if it had been received two or three days later. This was particularly significant in view of the fact that very few requests were received within the originally stated goal of 24 to 48 hours. Consequently, in the majority of cases, it appeared that a more conventional interlibrary loan providing service within two weeks or a faster one based on photocopy mailed to the patron directly would be just as acceptable.

Not All Stages of the Network Are Equally Efficient

An analysis of the elapsed time between the receipt of the request at the State Library and transmission of the material from the filling library shows that in the last three months of the program, searching and filling a request took an average of about two days. In addition, at least 50% of the filled requests then had to be delivered to the originating library after they had been received at the FACTS transmission site. Postcard returns indicated that most of these deliveries were made by mail. In fact, the transmission site that relayed the most requests to the State Library during the program (more than one-quarter of the total) originated only six of these requests and mailed all of the others that were filled to other originating libraries.

In view of these time lags, it seemed unwise to expend large sums of money to transmit a request at top speed from a filling library to a FACTS receiving station. Mailing photocopies, of course, reduces the cost drastically. In addition, if copy were mailed directly to the originating library or to the patron himself, the speed of the service would probably be essentially what it was when the transmission equipment was in operation.

Inadequate Local Collections

More than one-fourth of the 4,918 requests submitted during the FACTS project came from one library. Thus, it was apparent that the needs of one institution consumed a considerable portion of the entire operating effort. Although this particular library is growing rapidly, it has been unable to meet the new demands placed on it during the time its parent institution has been changing from a teachers' college to a liberal arts college. Some alternative to costly facsimile transmission should be considered to meet the needs of this research community.

The State Library's memorandum announcing the termination of the FACTS program has been reproduced in Appendix D.

Chapter VII

FOR THE FUTURE

Although there have been some attempts at the library application of facsimile transmission equipment,[30] The New York State Library's program was by far the most innovative to date. First, other projects in this field have been limited to two or three college libraries with service presumably available only for students and staff. In contrast, the New York program included a network of 15 libraries and serviced the needs of the entire state. In addition, the New York experiment operated for more than a full year while the Nevada one lasted for only a month. While the other attempts were conceived purely on an experimental basis, it was hoped that the New York program would become an integral part of reference and research interlibrary loan operations in the state.

Unfortunately, the idea of a large-scale library facsimile network was conceived too soon--before the technological advances which are necessary for facsimile transmission to become a valuable tool in disseminating library-held information.

> The State Library should not consider the use of facsimile transmission equipment until there are machines available that will transmit directly from library materials.

The transmission sending equipment used in this program was not designed for copying from a bound book. Because it is necessary to transmit a photocopy of the bound material, currently available facsimile equipment is not sophisticated enough for library application. Perhaps the transmitted copy would have been acceptable if there had been less degradation of copy by present photocopying procedures, wherein the resulting contrast is not great enough for good transmission. Even so, the lack of reliability of the tested machines makes an ongoing program such as this unfeasible.

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[30] The University of Nevada conducted a month-long test of the Xerox Magnavox Telecopier between the Reno and Las Vegas campuses of the University and the Davis Campus of the University of California. In 1966, a planning study for a 30-day project between the Berkeley and Davis campuses of the University of California utilizing Xerox LDX equipment was made. Feasibility studies have also been made by the Houston Research Institute and Massachusetts Institute of Technology.

The apparent lack of demand for such a service is, of course, critical because of the heavy costs involved.

> Before setting up another FACTS network, the State Library should calculate the volume of requests that would have to be handled, knowing the cost of all the equipment to be employed, in order to produce a reasonable cost per filled request and should decide whether this volume is feasible. In addition, the State Library should undertake a study to determine the identity of potential users of the facsimile service and the most judicious placement of the facsimile equipment.

Representatives from several FACTS stations volunteered the information that they rarely had requests which needed 24 to 48 hour servicing. However, this does not really answer the question whether there would be such a demand for rapid handling if, in fact, such service were consistently available. Very few of the people using FACTS received their material within 24 hours. In some cases, regular methods of interlibrary loan would have given faster service. In addition, almost half of the libraries participating in the program gave little or no publicity to the facsimile project because of poor service. Thus, the present data may not give a valid impression of future volume if clear facsimile copy were in fact available within a 24 to 48 hour period.

The findings from the last four months of the program bear out the earlier data that use of the FACTS network seemed to fluctuate with the academic year. This, in light of other data, is to be expected, since the majority of requests was made by patrons from academic institutions and the majority of requests came from academic libraries. If another FACTS program is planned, special attention should be given to determining its potential use within the academic community.

Such inquiries, in conjunction with information from this report, could be used as a basis to determine the most appropriate locations for future facsimile installations. For example, of the 27 receiving machines, five[31] (or 19%) were in New York City which originated only 52 (less than 2% of the total) requests in 14 months. Perhaps it would be wiser to have only two or three receiving machines in the city and have pages deliver the material anywhere in New York City.[32] Perhaps more receivers should be placed at academic institutions.[33] Equal consideration would, of course, also need to be given to geographical distribution of the equipment.

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[31] When the stations in New York City first became operational, there were two receivers located at Columbia and three at The New York Public Library Research Libraries. Subsequently, one receiver was removed from Columbia and one from The New York Public Library Research Libraries was transferred to The New York Academy of Medicine. Consequently, at the close of the program, only four receivers were in New York City.

The data from the last four months of the program indicate that there has been some improvement in the amount of time taken to process and fill requests at the State Library and the other FACTS referral libraries. This is encouraging. It also underscores the inappropriateness of mail and less-than-immediate public library system delivery for received facsimile copy which was prevalent in the FACTS program.

> In the future, messenger service should in all cases be provided to deliver facsimile transmitted copy from receiving stations to originating libraries.

The efficiency and speed of library service are to a great extent contingent upon those personnel who search the requests and, in this case, those who operate the equipment. In the report, "A Technical Evaluation of FACTS," a considerable amount of invalid transmission time was found to be due to human error rather than technical difficulties.

> Before the start of any new FACTS program, the State Library should review in detail the procedures and operations of the network with all personnel that will be involved in the program at each facsimile station and request transmission site. In order to aid efficient operation of the network, the initial stages of future FACTS projects should be devoted to learning the tasks and procedures necessary to the proper functioning of the network. Data collection should be introduced only after operations have become a matter of routine.

Although the results of this study led to the termination of the FACTS program, it should be emphasized that this does not mean that a facsimile transmission network for New York State, and perhaps beyond the state's borders, will never be desirable or feasible. When the technological and system difficulties have been mastered, facsimile transmission will undoubtedly offer a tremendous potential for rapid access to reference and research materials within (and perhaps outside) the state. In the meantime The New York State Library should test the feasibility of special delivery mail service for "urgent" requests as a part of its continuing experimentation with the NYSILL program.

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[32] Consideration might be given to increasing this radius to include Westchester County where only 40 requests were relayed to the State Library during the entire program.

[33] For example, Hofstra University originated more than one-third (202 requests) of the requests submitted by Nassau. Clarkson College originated 122 requests which were received at SUNY College at Potsdam.

APPENDIXES

Appendix A

FACTS AND NYSILL DATA SHEET

REQUEST NO.	AUTHOR	TITLE
1	2	3

PERIODICAL OR PUBLISHER	VOLUME	ISSUE NO	DATE	PAGES	PATRON STATUS
4	5	6	7	8	9 S F O I

REFERENCE VERIFICATION	ORIGINATING LIBRARY	DATE REC	TIME REC	MEDIA	STATUS
10	11	12	13	14 T TWX M IP O	15 NIL NOS

RTS	SUBJECT	DATE REC	TIME REC	MEDIA	STATUS	NYSL		DATE REC	TIME REC	MEDIA	STATUS
16	17	18	19	20 T TWX M O	21 NIL NOS WNS			22	23	24 T TWX FAX M O	25 NIL NOS WNS C
ARC	FEE	DATE REC	TIME REC	MEDIA	STATUS	SRC	FEE	DATE REC	TIME REC	MEDIA	STATUS
26	27	28	29	30 T TWX FAX M O	31 NIL NOS WNS C	32	33	34	35	36 T TWX FAX M O	37 NIL NOS WNS C
REFERRAL SITE	FEE	DATE REC	TIME REC	MEDIA	STATUS	REFERRAL SITE	FEE	DATE REC	TIME REC	MEDIA	STATUS
38	39	40	41	42 T TWX FAX M O	43 NIL NOS WNS C	44	45	46	47	48 T TWX FAX M O	49 NIL NOS WNS C
REFERRAL SITE	FEE	DATE REC	TIME REC	MEDIA	STATUS	FACTS RECEPTION SITE	DATE REC	TIME REC	PAGES COPIED	TIME REQUIRED	TOTAL FEE
50	51	52	53	54 T TWX FAX M O	55 NIL NOS WNS C	56	57	58	59	60	61

TYPE OF REQUEST	TYPE OF MATERIAL	FINAL STATUS
62 FAX BV P	63 MO SER	64 C NF

NYSILL AND
FACTS REQUEST
FORM

3/22/67

LEGEND

ARC - AREA REFERRAL CENTER
BV - BOUND VOLUME
C - COMPLETED
F - FACULTY
FAX - FACSIMILE TRANSMISSION
I - INELIGIBLE
IP - IN PERSON
M - MAIL
MO - MONOGRAPH
NF - NOT FOUND
NIL - NOT IN LIBRARY
NOS - NOT ON SHELF
O - OTHER
P - PHOTOCOPY
RTS - REQUEST TRANSMISSION
S - STUDENT
SER - SERIAL
SRC - SUBJECT REFERRAL CENTER
T - TELEPHONE
TWX - TELETYPE
WNS - WILL NOT SEND

Appendix B

GUIDELINES FOR THE FACTS AND NYSILL PILOT PROJECTS IN NEW YORK STATE

March 20, 1967

Foreword

The New York State Library announces two pilot programs to strengthen its services to the readers of New York State.

In order to provide speedier interlibrary loan materials needed for serious purposes, we have established a facsimile transmission experiment, known as FACTS.

The second and allied program is designed to provide materials for readers not available to them through their local library, library system, or at the New York State Library. This program to furnish materials to the research community of New York State is known as NYSILL, the New York State Interlibrary Loan Network. The State Library hopes by providing these networks and through contracts with major research libraries to make quickly accessible to the research needs of the State more data than has hitherto been possible. We have entered into contracts with three major public libraries, to be known as Area Referral Centers, to supply material not found at the State Library; and as a further step we have entered into contract with eight research libraries to provide material through interlibrary loan in designated subject fields.

The contracting libraries are:

A. Area Referral Centers
   1. Brooklyn Public Library
   2. Rochester Public Library (Monroe County Library System)
   3. Buffalo and Erie County Public Library System
B. Subject Referral Centers
   1. The Metropolitan Museum of Art Library
   2. The Engineering Societies Library
   3. The New York Academy of Medicine
   4. Union Theological Seminary
   5. Teachers College
   6. Cornell University Libraries
   7. Columbia University Libraries
   8. The New York Public Library

Section I

Describes the specifications for referrals within the NYSILL and FACTS networks

1. To avail itself of the resources of NYSILL's contracting libraries in the referral network the originating library should assume some judgemental responsibility for determining the seriousness of an inquirer's request. The New York State Library will code as ineligible for further referral the requests from persons under 18 years of age and from the inmates of mental or penal institutions.

The resources of the New York State Library itself will continue to be available to all citizens.

2. All requests must contain an accurate bibliographic citation of the material desired.

3. All photocopies or facsimiles of material under copyright limitations will be reproduced only once per requester and stamped with "Reproduced by single copy transmission for reference purposes only. Further reproduction is not authorized."

4. No contracts have been negotiated for the loan of fiction. Requests for fiction will be handled by the New York State Library within the limitations of its own collection.

5. The originating library whose request is filled by facsimile or photocopy may charge the inquirer for that request a fee not in excess of that currently charged at the originating library for photocopying. The monies received in this manner will remain at the originating library. No attempt will be made to transfer these funds to the library filling the request.

6. Each contracting referral library or FACTS station shall keep such statistics and reports as the State Library shall request in order to evaluate the projects and monitor the cost.

7. Each contracting area referral center, subject referral center, and FACTS station shall have a professional person, designated by the librarian of that institution, to supervise the operation of network functions carried on at the site, provide for adequate record keeping, and maintain liaison with the Division of Library Development.

Section II

Describes the operation procedures which pertain to the contracting libraries in NYSILL

1. The contract with Area Referral and Subject Referral Centers is for a period of six months, ending August 31, 1967.

2. The referral library center shall not Xerocopy more than 24 pages for one request.

3. The referral library center shall retain the right to set its own limits on the nature and number of materials to be lent to NYSILL, to decide when to send photocopy instead of the original.

4. The contracting referral library center will not be expected to mail materials to readers living within approximately 60 miles of the center, unless it is their present policy to do so, or unless there are extenuating circumstances as in the case of a physically handicapped reader.

5. Payments to contracting libraries will be made on the following schedule:

    5.1 Participation Payment - Paid one month after signing of the contract. Each of the Area Referral Centers shall receive $3,500. Each of the Subject Referral Centers shall receive an amount ranging from $1,750 to $3,000 as based upon expectations of referrals.

    5.2 Unit Referral Payment - Paid quarterly. Each Area Referral Center shall receive $1 for each referral unit. Each Subject Referral Center shall receive $2.50 for each referral unit.

    5.3 Services Rendered Payment - Paid quarterly. Each Area Referral Center and each Subject Referral Center shall receive $2 for each referral unit filled.

6. An accepted code for interlibrary loan will be further refined and developed as part of the six months project.

7. Participating contracting institutions are free to expend the total amount received in any way they see fit.

8. It is estimated that approximately 25,000 requests will be referred by the New York State Library to the network of 11 contracting referral libraries by the end of the six months period.

9. It is expected that the Brooklyn Public Library may become a clearing center for both Queens and the New York Public Library Circulation Department within the year, so at the first, no separate contract will be made with Queens or New York Public Library, until the pattern of inter-system loan becomes clearer in New York City.

Section III

Describes the Procedural Specifications for the Use of the Facsimile Transmission Network, FACTS

1. Material transmitted may be taken from any format capable of being copied by the equipment.

2. The length of the transmitted material will not exceed 12 copied pages. This figure may be modified on the basis of experience gained from the initial operation of the project.

3. A FACTS site must possess a reproduction machine capable of producing copies which can legibly be transmitted over the network.

4. An efficient plan of serving readers should be jointly developed in each region. The site must be willing to provide delivery to designated points within the immediate area. These points will be decided by the local Reference and Research Library Resources group or a representative body of librarians from the area. The objective is service to the reader within 24 hours of request inside the immediate area. It would be at the discretion of the installation site as to what the most efficient method of transmitting materials would be for readers within the site's region, yet outside the immediate area of 24 hour service.

5. All libraries of a medical nature within the immediate delivery area should be included on the delivery route with full borrowing privileges.

6. Libraries of profit-making organizations should be informed of the availability of the service and asked to provide their own messenger system.

7. Further decisions on network inclusion should be made by the local Reference and Research Library Resources group or a representative body of librarians from the area.

8. The Division of Library Development will absorb all technical and mechanical expenses of the network. This includes equipment and line rental, installation costs, maintenance fees, and supporting supply expenditures. Recompense will be made for reproduction expenses incurred by a

sending site in generating copy for transmittal purposes. The rate to be paid will be the actual cost of running the copies and not the fee charged to an outside patron for such service.

9. The Division of Library Development will pay participation institutions, for the purpose of securing hourly clerical help to operate the equipment during the term of the pilot project and for the rental of additional copying machines, the sum of $1,000 per installed machine at the site.

10. It is expected that each institution having a FACTS installation will develop an adequate delivery service in consultation with the area Library Reference and Research Resources System and that the cost of such delivery service will be paid from the Library Reference and Research Resources System's funds.

March 22, 1967

PROCEDURE FOR REQUESTING INTERLIBRARY LOAN BY TELETYPE FROM NEW YORK STATE LIBRARY

A library Requesting an Interlibrary Loan from the State Library will:

1. Dial for regular ILL requests: 710-441-8254 or 710-441-8255
   Dial for FACTS requests: 710-441-8238.

2. Identify itself and give date. For numbering, we will use format now used on regular teletype requests. The teletypewriter message will be prefaced by the coded name of the library (see attached code sheet for this purpose). Requests will be alphabetized and then sequentially numbered by month and prefixed by the month number as in the following example:

   For April 3, 1967 -
   FLLS 4-3 Padelford, Norman, Regional organization of the United Nations. International Organization vol. 8, May, 1954, pp. 203-216 (F) Int. Ind. Berkshire Free Lib., Berkshire, Tioga, 13736, 3/31/67 3:30 (0) NIL 3-1 3/31/67 4:30 (T) NIL

   Each TWX request will be separated by a four space interval from the succeeding request.

There will be no pre-assigned time schedule for FACTS requests, on 710-441-8328. NYSILL requests will be batched into pre-assembled time sectors as noted on coding sheet. The pilot experiments, however, will be governed by certain user and data limitations.
Soecifically -

a. Borrowing library should assume responsibility for determining seriousness of a patron's request, but in general, no person under 18 years of age, or an inmate of a mental or penal institution should be allowed to request materials.

b. Material transmitted must be based on a request containing an accurate bibliographic citation.

c. Length of transmitted material, in the case of FACTS, will not exceed 12 copies pages per request. Material to be photocopied for NYSILL requests will not exceed 24 pages.

d. All requests should, if at all possible, be verified. FACTS requests must be verified. Verification indicates that the form of entry of a request is correct and not the contents cited.

March 22, 1967

THE ROLE OF THE REFERRAL CENTERS IN THE NEW YORK STATE INTERLIBRARY LOAN NETWORK AND FACTS SYSTEM

The State Library will transmit to an area or subject referral center via TWX a full bibliographic description of the request plus an identifying number, reference verification information, the name and address of the originating library, and a subject designation.

The referral sites will, upon receipt of a request transmitted from the State Library,

1. Initiate a search for the material requested.
2. Report to the New York State Library via TWX
    a. The status of the request.
    b. If the request can be filled, how is it to be done, i.e., by FACTS, by mailing a bound volume, or by mailing photocopy.

March 22, 1967

Subject areas Assigned to Each of the Designated Subject Referral Centers

Africa 1-20
Agriculture 3-5
American Literature 2-7
Anthropology 2-15
Astronomy 1-18
Bibliography 3-4
Botany 3-6
Canadian History 1-9
Chemistry 3-3
China 2-13
Classical History 2-2
Classical Languages 2-4
Economics 1-12
Education 5-1
Engineering 7-1
English History 1-3
English Literature 1-17
Fine Arts 6-1
French History 1-1
French Literature 2-5
Geography 1-11
Geology 1-22
German History 1-2
German Literature 2-8
India/Pakistan 3-10
Italian History 1-4
Italian Literature 2-6
Japan 2-12
Journalism 2-3
Latin American History 1-10
Law-Anglo American 3-8
Law-Foreign 2-10
Mathematics 2-9
Medicine 4-2
Middle East 1-21
Modern European Language 1-15
Music 1-23
Netherlands History 1-7
Patents 1-19
Philosophy 2-1
Physics 3-2
Political Science 3-1
Psychology 4-1
Religion 8-1
Scandinavian History 1-6
Slavic 2-11
Sociology 1-14
South Eastern Asia 3-9
Spanish History 1-5
Spanish Literature 1-16
Technical Reports 2-14
Technology 7-2
Transportation 1-13
U. S. History 1-8
Zoology 3-7

The code consists of an initial number which indicates the responsible subject referral center, i.e. 1 = NYPL, 2 = Columbia, 3 = Cornell, 4 = New York Academy of Medicine, 5 = Teachers College, 6 = Metropolitan Museum of Art, 7 = Engineering Society, 8 = Union Theological Seminary. The second number is merely the order in which subjects appear under each of the subject referral centers.

March 22, 1967

Request Transmission Sites

Public Library Systems	TWX Code
Brooklyn Public Library	BPL
Buffalo and Erie County Public Library	BECL
Chautauqua-Cattaraugus Library System	CCLS
Chemung-Southern Tier Library System	STLS
Clinton-Essex-Franklin Library	CEF
Finger Lakes Library System	FLLS
Four County Library System	4CLS
Mid-Hudson Libraries	MHLS
Mid-York Library System	MYLS
Mohawk Valley Library Association	MVLA
Nassau Library System	NLS
New York Public Library	NYPL
Nioga Library System	NIOGA
North Country Library System	NCLS
Onondaga Library System	OLS
Pioneer Library System	PLS
Queens Borough Public Library	QBPL
Ramapo Catskill Library System	RCLS
Southern Adirondack Library System	SALS
Suffolk Cooperative Library System	SLS
Upper Hudson Library Federation	UHLF
Westchester Library System	WLS

3R Groups	
Capitol District Library Council for Reference and Research Resources	CAP
Central New York	CNY
Cornell-Southern Tier	COR
Long Island Library Resources Council	LIC
New York Metropolitan Reference and Research Library Agency	MET
North Country Reference and Research Resources Council	NCRR
Rochester Regional Library Council	RRLC
Southeastern (N.Y.) Library Resources Council	SENY
Western New York Library Resources Council	WNY

FACTS Stations	TWX Code
Buffalo and Erie County Public Library	BECL
Columbia University	COL
Cornell University	C.U.
Mid-Hudson Libraries	MHLS
Mid-York Library System	MYLS
Monroe County Library System (Pioneer Lib. Sys.)	MCLS (PLS)
Nassau Library System	NLS
New York Public Library	NYPL
New York State Library	NYSL
SUNY at Albany	SUNY-A
SUNY at Binghamton	SUNY-Bi
SUNY at Potsdam	SUC-Ptsd
Suffolk Cooperative Library System	SLS
Westchester Library System	WLS

March 22, 1967

New York State Interlibrary Loan Network and FACTS Transmission Form and Procedures

Requests will come to the switching center at the State Library in two forms, either by TWX or by mail. Requests to be filled by FACTS will have to be transmitted via TWX (710 441 8238). Requests to be filled by NYSILL may be submitted either by TWX (710 441 8255, 710 441 8254) or mail. The content of TWX requests and mail requests are described below.

A. TWX Requests

Stations sending requests for interlibrary loan will supply the following information. Appropriate appendices and further explanatory data will be sent to all applicable libraries within the State.

Name of Library (See attached codes)

Date

Request number. This consists of a number indicating the month the request is being submitted in, i.e., 1 for January, 2 for February, etc.; hyphen followed by the sequential number of the request for that day. A sample request for the first request of April would be 4-1.

Author

Title

Periodical or publisher

Volume

Issue Number

Date

Pages

Patron Status i.e. "S" for college or university student
"F" for college or university faculty
"O" for other
"I" for ineligible. (Request from patrons restricted from participation in FACTS or NYSILL by parameters set forth in the guidelines controlling the networks)

Reference verification indicates that form of entry, not content, has been verified. Verification is to be provided whenever possible. It is mandatory for FACTS requests. If verification is not possible, please indicate by using symbol "NV."

Originating library (Name and address, including county). This is the library where patron initially submitted his request.

Date request received at originating library

Time request received at originating library

Media through which received at originating library, i.e.
T: Telephone
TWS: Teletype
M: Mail
IP: In person
O: Other

Status in originating library, i.e. NIL: Not in library
NOS: Not on shelves

Subject (To be assigned from attached subject designation code)

Date request received at transmission center

Time request received at transmission cneter

Media - T-Telephone - TWX-Teletype - O-Other - M-Mail

Status at Request Transmission Center,
i.e. NIL - Not in library
NOS - Not on shelf
WNS - Will not send

B. Mail request will be submitted on the regular interlibrary loan form supplied by the State Library. Please add the County to the Library's address.

Please code the following information on author and title requests in the box for subject requests on the back of the form.

1 Patron status S - Student
F - Faculty
O - Other
I - Ineligible

2 Reference Verification

3 Status in originating library, i.e. NIL - Not in library
NOS - Not on shelves

4 Media by which request was received - T - Telephone
M - Mail
O - Other
IP - In person

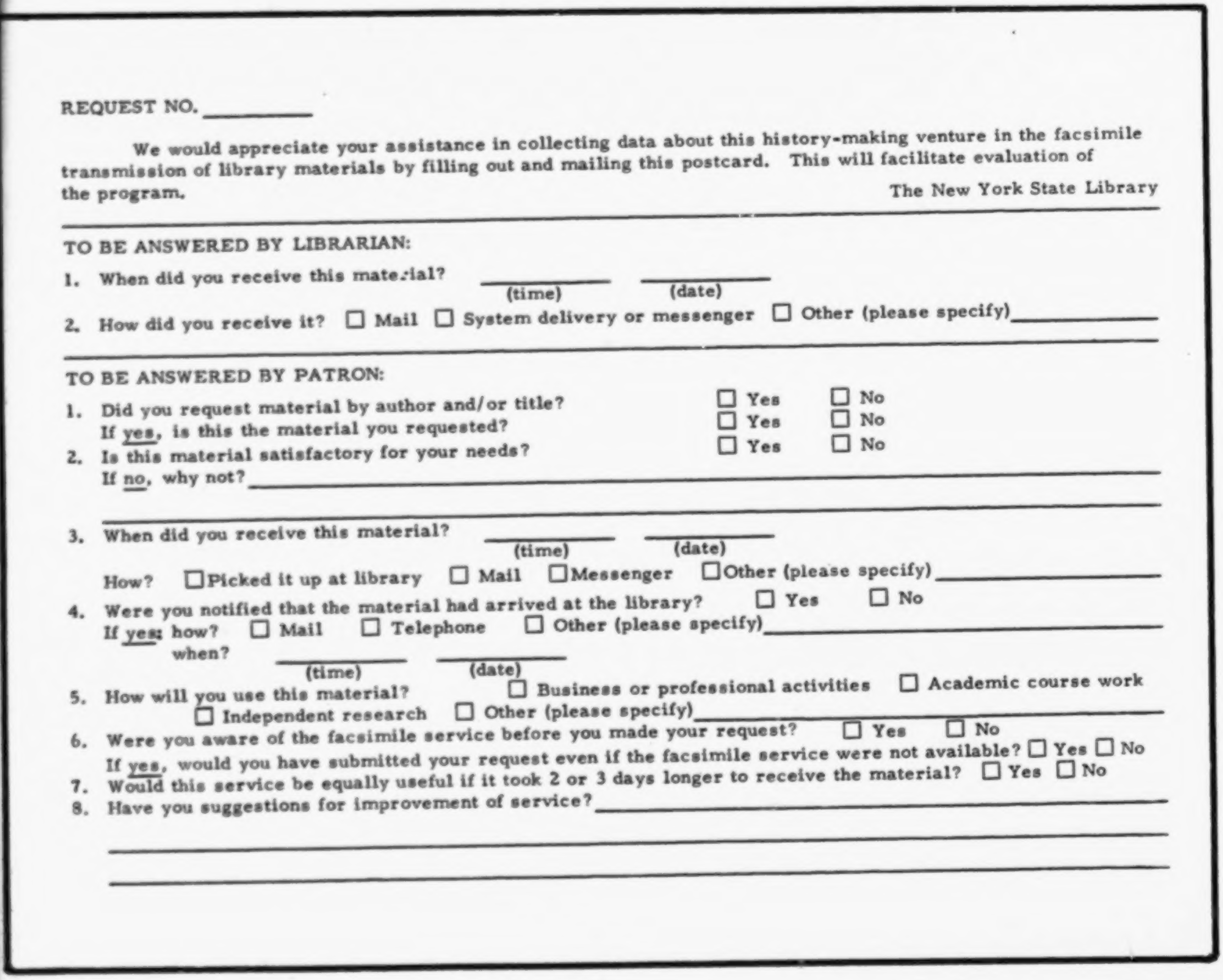
WNR (will not refer)

(1) Beyond NYSL
- (A) Requests for books and periodicals when the patron status is ineligible
- (B) Requests for books and periodicals when the correct interlibrary loan referral form is not used
- (C) Requests for fiction
- (D) Requests for Arco type books
- (E) Requests for books available in paperbook
- (F) Requests for Books which the system and NYSL will not send
- (G) Requests for books which are new and in popular demand
- (H) Requests for textbooks
- (I) Requests for children's books

(2) Beyond ARC
- (A) Requests for books which are in the subject areas assigned to NYPL (This library will send a maximum of 24 pages in answer to a request)
- (B) Requests for books for which no subject code is given

Appendix C

FACTS POSTCARD-QUESTIONNAIRE



REQUEST NO. __________

We would appreciate your assistance in collecting data about this history-making venture in the facsimile transmission of library materials by filling out and mailing this postcard. This will facilitate evaluation of the program.

The New York State Library

TO BE ANSWERED BY LIBRARIAN:

1. When did you receive this material? __________ (time) __________ (date)
2. How did you receive it? ☐ Mail ☐ System delivery or messenger ☐ Other (please specify)__________

TO BE ANSWERED BY PATRON:

1. Did you request material by author and/or title? ☐ Yes ☐ No
   If yes, is this the material you requested? ☐ Yes ☐ No
2. Is this material satisfactory for your needs? ☐ Yes ☐ No
   If no, why not? __________
3. When did you receive this material? __________ (time) __________ (date)
   How? ☐ Picked it up at library ☐ Mail ☐ Messenger ☐ Other (please specify) __________
4. Were you notified that the material had arrived at the library? ☐ Yes ☐ No
   If yes: how? ☐ Mail ☐ Telephone ☐ Other (please specify)__________
   when? __________ (time) __________ (date)
5. How will you use this material? ☐ Business or professional activities ☐ Academic course work ☐ Independent research ☐ Other (please specify)__________
6. Were you aware of the facsimile service before you made your request? ☐ Yes ☐ No
   If yes, would you have submitted your request even if the facsimile service were not available? ☐ Yes ☐ No
7. Would this service be equally useful if it took 2 or 3 days longer to receive the material? ☐ Yes ☐ No
8. Have you suggestions for improvement of service? __________

Appendix D

MEMORANDUM ANNOUNCING TERMINATION OF THE FACTS PROGRAM

The following memorandum was sent to the librarians of the participating FACTS libraries from Miss Jean Connor and Mr. Mason Tolman of the Division of Library Development of The New York State Library:

> We wish to express our appreciation for your library's participation in the experimental facsimile transmission project. Your willingness to suffer inconveniences during the installation of equipment, your generous giving of staff time to Nelson Associates and the Division's staff in the monitoring and evaluation of the project, are all reasons for our thanks as we reach the close of this historic experiment.
>
> As you know, our contract with you terminates as of March 31. On the basis of our experience in this pilot and, on the basis of the findings of Nelson Associates, the State Library has decided at this time not to continue the FACTS program past the March 31 date.
>
> There are two principal reasons for not continuing now:
>
> 1. "The performance of the facsimile transmission equipment employed does not justify the continuation of the network...".
>
>   "The poor quality of facsimile copy received has limited the use of the service."
>
> 2. There has not been a high enough volume of demand, (nor indication of potential demand), to warrant the cost.
>
> We believe that much has been learned in the pilot period which will provide guidelines for future projects of this kind. We may, in the months ahead, as the opportunity may present itself, conduct limited technical experiments if new equipment becomes available which offers promise of greater reliability and better copy. There is a need for the development of facsimile transmission equipment that will transmit directly from library materials.
>
> Our objective will be to reenter the field of facsimile transmission at such time as the technical developments and library user needs warrant renewed experimentation.

Meanwhile, we will be putting our efforts into a strengthened statewide program of interlibrary loan. As a part of the program of interlibrary loan, we will be reviewing alternative methods of providing special attention and rapid service for requests of a serious and urgent nature. We will be seeking your advice as we evolve an improved NYSILL program.

You have our most sincere thanks for your cooperation in this historic experiment. What you have done is of significance, not only to New York State, but also to the national library scene. I think we can all feel that we have been partners in a program which in the "long view" will be considered a major breakthrough in the future development of library network applications of the technology of rapid communications.

A copy of the Nelson Associes' report covering data through November 30 is being sent to you. A later report will include data through March 31.

(dated March 7, 1968)